



**STATE OF HAWAII
ENHANCED 911 BOARD**

Board Meeting
Thursday, December 15, 2011
10:00 am – 12 noon
Kalanimoku Building Conference Room 410
1151 Punchbowl Street
Honolulu, HI 96813

AGENDA

- I. Call to order
- II. Introductions
- III. Review and Approval of the FY2010 & FY 2011 Financial Audit of the E911 Fund.
- IV. Review and Approval of Minutes from October 13, 2011 Board Meeting.
- V. Committee Updates by Chairs.
 - a. Finance Committee – Russell Lundberg
 - b. Technical Committee – Victor Ramos
 - c. Communications Committee- Gordon Bruce
- VI. PSAP Status Updates
 - a. Kauai – Brandon Raines
 - b. Oahu – Gordon Bruce
 - c. Molokai – Victor Ramos
 - d. Maui – Clayton Tom
 - e. Hawaii – Paul Ferreira
- VII. Items for Discussion, Consideration and Action
 - a. Review of the Monthly Cash Flow Report for the month of November 2011.
 - b. Requests for approval for adjustments of FY 2011 Strategic Budget Plan Funding
 - i. Approval for increased funding for the FY 2010-2011 Financial Audit from \$10,000 to \$12,100.
 - ii. Approval to procure annual audit services for a minimum 3 year period.
 - iii. Approval for Pictometry Conference 2008 travel expenses for Kauai PSAP.
 - iv. Approval for funding of E911 Logo Contest Budget.
 - v. Approval for travel expenses for Kenison Tejada to fly to Kauai to inspect new CAD-\$300.
 - vi. Approval for funding for alternate meeting venue for FY2012-\$600.
 - vii. Approval for parking passes for Board & Committee mtgs for FY 2012-\$200..
 - c. Update on status of FY 2012 projects
 - i. Fire/EMS CAD Upgrade

- ii. HPD-CAD Upgrade
- iii. Hawai'i PD- CAD Upgrade
- iv. Others
- d. Discussion on delivery of E911 Service to PSAPS.
- e. Update on VoIP Surcharge.
 - i. TW Telecom declined; does not provide wireless or VoIP connection service in Hawaii.
 - ii. Magic Jack- declined (considers itself a "prepaid service.")
 - iii. Sandwich Isles(wireless) – submitted surcharge.
 - iv. Wavecom Solutions – will submit surcharge.
 - v. Oceanic Time Warner – submitted surcharge.
- f. Wireless E911 Timeline update.
- g. Discussion regarding meeting room venue.
- h. Discussion of issues related to Act 168(11).
 - i. Status on new Board members submitted for approval by the governor:
 - 1. Roy Irei, representing T-Mobile (effective 1/2/2012).
 - 2. Kiman Wong, representing Oceanic Time Warner (effective 1/2/2012).
 - 3. Steven Schutte, representing Verizon (effective 1/2/2012).
 - 4. Mark Begley, representing Kauai PSAP (est. 7/1/2012).
 - ii. Request approval for Board Reappointment.
 - 1. Clayton Tom, representing Maui PSAP.
 - 2. Victor Ramos representing Molokai PSAP.
 - iii. Definition of PSAP.
- i. Status on formation of an Investigative Regulatory Committee.
- j. Request approval of Finance Chair recommendation with term beginning January 2, 2012.
- k. Approve supporting NASNA's NPRM filing on Text Messaging.

VIII. Election of Board Chair for calendar year 2012.

IX. Announcements

X. Next meeting date – Thursday, January 12, 2011, Room 410, 10-12 noon.

XI. Adjournment



**STATE OF HAWAII
ENHANCED 911 BOARD**

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Thursday, December 15, 2011
10:00 am – 12 noon
Kalanimoku Building Conference Room 410
1151 Punchbowl Street
Honolulu, HI 96813

MINUTES

Board members present: Paul Ferreira (Chair), James LaClair, Kerry Yoneshige (Comptroller Designee), Cedric Apaka, Brandon Raines, Clayton Tom, Victor Ramos, John Thompson, Russell Lundberg, Kiman Wong and Goldie Cross.

Board members absent: Jeffrey Ono and Gordon Bruce.

Staff members present: Thera Bradshaw, Courtney Tagupa and Pat Ohara.

Guests: Steven Schutte (Verizon), Sharon Garcia, Ah Lan Leong, Kenison Tejada, Morris Tamanaha, Tony Ramirez, Aaron Correia, Mark Begley and Owen Fukumoto.

I. Call to order

The meeting was called to order at 10 am.

II. Introductions

Introductions were made of all persons in attendance.

III. Review and Approval of the FY2010 & FY 2011 Financial Audit of the E911 Fund.

Mr. Russell Lundberg motioned to delay the presentation of the financial audit until 11am. The motion was seconded and unanimously approved by voice vote without discussion.

At 11am Mr. Owen Fukumoto of Igami & Ichikawa, CPAs presented the results of the FY 2011 and FY 2012 Financial Audit. Mr. Fukumoto highlighted his report by stating the following:

- a. Mr. Fukumoto is a principal with the audit firm for over 25 years.***
- b. Experienced doing State of Hawaii audits.***
- c. The prior E911 Fund audit was of cash disbursement and cash receipts.***
- d. This recent audit was performed in accordance with generally accepted accounting principles (GAAP).***
- e. The audit will be in accordance with what the State of Hawaii requested.***
- f. We started with a review of the internal control procedures to assure that the policies and procedures are being followed.***
- g. An examination of the bank balance was made.***
- h. The auditor commented on the policy of the lockbox with the bank which strengthened the internal controls.***

- i. An independent analysis was conducted to determine the reasonableness of the revenue received which was determined that the receipts were reasonable.*
- j. Encumbrances made on commitments for expenses that will be incurred in the following fiscal year are not included in the financial statements of the E911 fund according to GAAP. However it was disclosed in the narratives of the audit report.*
- k. An unqualified opinion was issued by the auditor.*

Ms. Goldie Cross motioned to approve the audit report as presented. The motion was seconded and unanimously approved by voice vote without discussion.

IV. Review and Approval of Minutes from October 13, 2011 Board Meeting.

Mr. James LaClair motioned to accept the minutes of the October 13, 2011 Board meeting. The motion was seconded and unanimously approved by voice vote without discussion.

V. Committee Updates by Chairs.

- a. Finance Committee – Russell Lundberg
The Finance will be making a recommendation to appoint a new Finance Chair later on in the agenda.
- b. Technical Committee – Victor Ramos
Nothing to report.
- c. Communications Committee- Gordon Bruce
Nothing to report.

VI. PSAP Status Updates

- a. Kauai – Brandon Raines
No updates to report.
- b. Oahu – Gordon Bruce
No updates to report.
- d. Molokai – Victor Ramos
No updates to report.
- e. Maui – Clayton Tom
There was a fire in Kihei that knocked out the 911 service for about 90 minutes. The Maui PSAP is working with Hawaiian Telcom to prevent future problems.
- e. Hawaii – Paul Ferreira
No updates to report.

VII. Items for Discussion, Consideration and Action

- a. Review of the Monthly Cash Flow Report for the month of November 2011.

Mr. Courtney Tagupa provided the following statistics:

- i. October Revenue Collections: \$689.0K.*
- ii. November Revenue Collections: \$675.9K.*
- iii. November FYTD Revenue Collection: \$3.4M.*
- iv. October Disbursements: \$279.0K.*
- v. November Disbursements: \$119.3k.*
- vi. November FYTD Disbursements: \$849.8k.*
- vii. Cash Balance end of Nov 2011: \$12.7M.*
- viii. Unencumbered Cash Balance end of Nov 2011: \$10.2M.*

b. Requests for approval for adjustments of FY 2011 Strategic Budget Plan Funding

- i. Approval for increased funding for the FY 2010-2011 Financial Audit from \$10,000 to \$12,100.

Mr. Tagupa requested an additional \$2,100 increase in the Audit budget as a result of the final procurement bid for the financial audit.

Mr. Lundberg motioned to approve the additional increase of \$2,100 for the cost of the financial audit. The motion was seconded and unanimously approved by voice vote without discussion.

- ii. Approval to procure annual audit services for a minimum 3 year period.
Mr. Tagupa requested that the Board approve the next procurement for the annual financial audit to cover a period of 3 years to maintain the continuity of the auditing process.

Mr. James LaClair motioned to approve the procurement of an auditor for an annual audit over a 3 year period. The motion was seconded and unanimously approved by voice vote without discussion.

- iii. Approval for Pictometry Conference 2008 travel expenses for Kauai PSAP.
Mr. Mark Begley has withdrawn his request for reimbursement.

- iv. Approval for funding of E911 Logo Contest Budget.
This item is deferred until the next meeting pending review by the Communications Committee Chair.

- v. Approval for travel expenses for Kenison Tejada to fly to Kauai to inspect new CAD-\$600.

Mr. Kenison Tejada is requesting travel expenses in the amount of \$600 for two people to fly to Kauai to inspect the new CAD system in anticipation of the of the HFD/EMS CAD system upgrade in FY 2012.

Mr. James LaClair motioned to approve the travel expenses to Kauai by 2 members of the HFD/EMS organization to inspect the newly installed CAD system. The cost will not exceed \$600. The motioned was seconded and unanimously approved by voice vote without discussion.

c. Approval for funding for alternate meeting venue for FY2012-\$600.

Mr. Courtney Tagupa is requesting \$600 to cover the expenses to rent the meeting room at the McCoy Pavilion for the Board & Committee meetings during the trial period of 3 months.

Mr. Victor Ramos motioned to approve the \$600 to cover the rental expense for the meeting room at the McCoy Pavilion for the Board and Committee meetings for a trial period of 3 months. The motion was seconded and unanimously approved by voice vote without discussion.

- d. Approval for parking passes for Board & Committee meetings for FY 2012-\$200.
The Board is now required to pay for all parking tags for attendees of the Board and Committee meetings. The estimated cost is \$200.
- Mr. Victor Ramos motioned to approve the cost of the parking tags for the Board & Committee meetings for a cost of \$200. The motion was seconded and unanimously approved by voice vote without discussion.*
- e. Update on status of FY 2012 projects
- i. Fire/EMS CAD Upgrade
3 vendors are bidding on the project and it is hoped to be under contract by the end of the fiscal year.
 - ii. HPD-CAD Upgrade
HPD met with the C&C of Honolulu procurement specialist. Progress is being made and the target goals will be achieved.
 - iii. Hawai'i PD- CAD Upgrade:
The CAD upgrade will be deferred until the next fiscal year due to a vacancy in the IT manager position which is critical for the procurement process.
 - iv. Others-*None.*
- f. Discussion on delivery of E911 Service to PSAPS.
This item is considered closed.
- g. Update on VoIP Surcharge.
Mr. Tagupa provided the following update of potential VoIP connections service providers.
- i. tw Telecom declined; does not provide wireless or VoIP connection service in Hawaii.
Mr. Kiman Wong provided the following comments on tw Telecom:
 1. *They provide traditional telephony to businesses.*
 2. *They have an interconnection agreement with HawTel which does not require surcharge payments.*
 3. *Mr. James LaClair stated that he will investigate if the HawTel interconnection agreement calls for a surcharge submission from tw Telecom.*
 4. *Mr. Ferreira recommended that the specifics of the interconnection agreement be placed on the Technical Committee Agenda for further discussion.*
 - ii. Magic Jack- declined (considers itself a "prepaid service.")
 - iii. Sandwich Isles (wireless) – submitted surcharge.
 - iv. Wavecom Solutions – will submit surcharge.
 - v. Oceanic Time Warner – submitted surcharge.
- h. Wireless E911 Timeline update.
No updates were provided at this time.

- i. Discussion of issues related to Act 168(11).
 - i. Status on new Board members submitted for approval by the governor:
Mr. Tagupa provided an update of the new Board appointees as follows and their anticipated term start date:
 1. *Roy Irei, representing T-Mobile (effective 1/2/2012).*
 2. *Kiman Wong, representing Oceanic Time Warner (effective 1/2/2012).*
 3. *Steven Schutte, representing Verizon (effective 1/2/2012).*
 4. *Mark Begley, representing Kauai PSAP (est. 7/1/2012).*
 - ii. Request approval for Board Reappointment.
Mr. Tagupa had advised that the following PSAP representatives will have to submit their application online in order to be reappointed in FY 2012.
 1. *Clayton Tom, representing Maui PSAP.*
 2. *Victor Ramos representing Molokai PSAP.*
 - iii. Definition of PSAP.
Ms. Thera Bradshaw provided the following commentary:
 1. *Act 168 changed the definition of public agency.*
 2. *“State and County” was changed to “governmental entity.”*
 3. *This action allowed federal entities to request reimbursement from the Board.*
 4. *The matter was deferred for Mr. Tamanaha of RDC to do research on the matter.*
 5. *This matter can be handled by amending the current Board policy rather than making legislative changes.*
 6. *Ms. Pat Ohara recommended legislative change.*
 - iv. Status on formation of an Investigative Regulatory Committee.
 1. *This matter was left with the Executive Director to discuss with Pat Ohara and Kerry regarding the ruling authorities for various regulatory issues.*
 2. *Mr. Ferreira recommended that the Technical Committee form an Investigative Committee to review the regulatory issues of concern to the Board.*
- j. Request approval of Finance Chair recommendation with term beginning January 2, 2012.
Mr. Lundberg stated that the Finance Committee recommended that the Board approve Mr. Kiman Wong as its new Finance Chair effective 1/2/2012.

Mr. Lundberg motioned for the Board to approve Mr. Kiman Wong’s appointment to the Finance Committee and as its Chair. The motion was seconded and approved by voice vote without discussion with Mr. Wong abstaining.
- k. Approve supporting NASNA’s NPRM filing on Text Messaging.
Ms. Thera Bradshaw stated that a draft letter for the Board’s approval has been prepared.

Mr. Victor Ramos motioned to approve the letter to the FCC regarding Text Messaging. The motion was seconded and unanimously approved by voice vote without discussion.

1. Election of Board Chair and Vice Chair for calendar year 2012.

Ms. Goldie Cross motioned to recommend that the Board approve Mr. Paul Ferreira as Board Chair and Mr. John Thompson as Board Vice Chair for the calendar year 2012. The motion was seconded and approved by voice vote with Mr. Ferreira and Mr. Thompson abstaining.

VIII. Announcements:

The Board recognized Mr. Cedric Apaka and Mr. Russell Lundberg for their valuable contributions to the Board and the State of Hawaii with a certificate of appreciation.

- IX. Next meeting date – **Thursday, February 16, 2011, 10-12 noon, McCoy Pavilion, Ala Moana Park.**

- X. Adjournment- *The meeting was adjourned at 11:22am.*

**HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending 30 November 2011**

FIRST HAWAIIAN BANK ACCOUNT:				
General Fund	Prior Month			Ending
ITEM	Inception-to-Date			Inception-to-Date
	Cash Flow	Oct-11	Nov-11	Cash Flow
	Balance			Balance
Cash Inflow:				
Enhance 911 Surcharge Collection	\$ 53,453,027.26	689,031.58	675,850.27	\$ 54,817,909.11
Other Income	\$ 11,555.22			\$ 11,555.22
Interest Income	\$ 1,824,256.51			\$ 1,824,256.51
<i>Prior Period Interest Income Adjustment</i>	\$ (257,236.01)			\$ (257,236.01)
Net Interest Income	\$ 1,567,020.50	689,031.58	675,850.27	\$ 2,931,902.35
Subtotal Cash Inflow	\$ 55,031,602.98	689,031.58	675,850.27	\$ 56,396,484.83
Cash Outflow:				
Act 79 Fund Transfer to State	\$ (16,000,000.00)			\$ (16,000,000.00)
PSAP Reimbursement	\$ (19,896,595.77)	(249,170.63)	(883,361.06)	\$ (21,029,127.46)
Board Member Travel Expense	\$ (98,840.14)	(2,641.43)		\$ (101,481.57)
DB&F Revenue Assessments	\$ (2,616,073.63)			\$ (2,616,073.63)
DB&F Administrative Expense Assess.	\$ (648,249.30)			\$ (648,249.30)
WSP Reimbursement	\$ (897,964.66)			\$ (897,964.66)
Consultant-Intrado, Inc.	\$ (439,260.41)			\$ (439,260.41)
Consultant-Exec Director	\$ (1,858,004.97)	(27,083.33)	(27,083.33)	\$ (1,912,171.63)
Audit Expense	\$ (24,545.00)		(6,020.94)	\$ (30,565.94)
Other Board Related Expenses	\$ (3,466.85)	(109.65)	(7.67)	\$ (3,584.17)
Subtotal Cash Outflow	\$ (42,483,000.73)	\$ (279,005.04)	\$ (916,473.00)	\$ (43,678,478.77)
Bank Balance	\$ 12,548,602.25	\$ 410,026.54	\$ (240,622.73)	\$ 12,718,006.06
Encumbrances	\$ (3,282,840.97)	7,573.61	788,895.97	(2,486,371.39)
Unencumbered Cash	\$ 9,265,761.28	\$ 417,600.15	\$ 548,273.24	\$ 10,231,634.67

**HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending 30 November 2011**

Vendor	FY 2011 ENCUMBRANCE Amount	AMOUNT PAID DOWN	ENCUMBRANCE CARRY-OVER	AMOUNT PAID DOWN	ENCUMBRANCE CARRY-OVER
C&C of Honolulu, Hawaii, Maui, Kauai Counties	1,556.51	(1,556.51)	-		-
Akimeka, LLC-Hawaii PSAP	36,311.62	(36,311.62)	-		-
Akimeka, LLC-Kauai PSAP	50,012.62	(50,012.62)	-		-
Akimeka, LLC-Maui PSAP	35,140.93	(35,140.93)	-		-
VisionAIR- (Kauai PSAP)	3,800,000.00	(525,451.44)	3,274,548.56	(788,177.17)	2,486,371.39
Integrgraph Conference-Hawai'i County PSAP	8,270.54	(8,270.54)	-		-
Nena Conference- Hawaii PSAP	19,559.05	(11,616.64)	7,942.41	(7,942.41)	-
Hawaiian Telcom-Oahu PSAP	2,070.12	(2,070.12)	-		-
Hawaiian Telcom-Oahu PSAP	350.00		350.00	(350.00)	-
Pictometry-Hawaii PSAP	1,070,342.18	(1,070,342.18)	-		-
Sprint-Operations (Direct Payment)	72,500.00	(72,500.00)	-		-
§36-27, HRS Revenue Assessment	108,378.55	(108,378.55)	-		-
§36-30, HRS Adminstrive Assessment	184,490.86	(184,490.86)	-		-
TOTAL	5,388,982.98	(2,106,142.01)	3,282,840.97	(796,469.58)	2,486,371.39

**HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending 30 November 2011**

FY2012 STRATEGIC BUDGET PLAN (5 MONTHS)		TOTAL			
DESCRIPTION		5 Mos. Actual	Annual Budget	Over/(Under) Budget	
RECEIPTS:					
	Total VoIP Surcharge Collection	170,432	-	170,432	
	Total Wireless Surcharge Collection	3,271,138	8,123,000	(4,851,862)	
TOTAL RECEIPTS		3,441,824	8,130,000	(4,688,176)	42.3%
DISBURSEMENTS:					
	Total ADMINISTRATION	154,585	1,378,050	(1,223,465)	11.2%
	Total CONFERENCES	24,819	204,300	(179,481)	12.1%
	Total MAINTENANCE	190,003	3,702,612	(3,512,609)	5.1%
	Total Non-RECURRING	-	6,511,000	(6,511,000)	0.0%
	Total RECURRING	480,371	1,815,903	(1,335,532)	26.5%
TOTAL DISBURSEMENTS		849,778	13,611,865	(12,762,087)	6.2%

**HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending 30 November 2011**

FY2012 STRATEGIC BUDGET PLAN (5 MONTHS) DESCRIPTION	TOTAL			
	5 Mos. Actual	Annual Budget	Over/(Under) Budget	
DISBURSEMENTS:				
ADMINISTRATION				
911 Board Expansion	-	75,000	(75,000)	
Audit Expense	6,021	10,000	(3,979)	
Bank Charge	64	-	64	
Board Member Travel	7,842	24,050	(16,208)	
DB&F Assessments				
DB&F Admin. Exp. Assess	-	374,000	(374,000)	
DB&F Revenue Assessment	-	410,000	(410,000)	
Total DB&F Assessments	-	784,000	(784,000)	
NASNA Dues	100	-	100	
TKC Consulting Group, LLC	135,417	325,000	(189,583)	
WSP Cost Recovery				
Sprint/Nextel	5,140	160,000	(154,860)	
Total WSP Cost Recovery	5,140	160,000	(154,860)	
Total ADMINISTRATION	154,585	1,378,050	(1,223,465)	11.2%
CONFERENCES				
911 Goes to Washington Conf	-	42,600	(42,600)	
APCO Conference	5,997	39,000	(33,003)	
Intergraph Conference	-	12,000	(12,000)	
Motorola CAD User's	-	12,000	(12,000)	
NASNA Conference	1,361	3,000	(1,639)	
Navigator	-	3,000	(3,000)	
Nena Conference	286	25,200	(24,914)	
NENA Technical Dev. Conference	-	12,000	(12,000)	
NG911 Technology Forum	17,176	30,000	(12,824)	
Pictometry Future View Confer	-	16,500	(16,500)	
TriTech CAD Users	-	9,000	(9,000)	
Total CONFERENCES	24,819	204,300	(179,481)	12.1%
MAINTENANCE				
CAD Maintenance	-	410,152	(410,152)	
Excom911 Logging Recorder Maint	-	75,000	(75,000)	
GeoComm Maintenance	-	40,000	(40,000)	
Intergraph Call Taker License	-	34,140	(34,140)	
MSAG Svcs (Akimeka, LLC)				
MSAG Svcs (Akimeka, LLC) - Other	190,003	1,704,164	(1,514,161)	
Total MSAG Svcs (Akimeka, LLC)	190,003	1,704,164	(1,514,161)	
Pictometry License Agreement	-	1,234,136	(1,234,136)	
Tritech CAD System Maintenance				
EMS	-	92,820	(92,820)	
Honolulu Fire Dept.	-	112,200	(112,200)	
Total Tritech CAD System Maintenance	-	205,020	(205,020)	
Total MAINTENANCE	190,003	3,702,612	(3,512,609)	5.1%
Non-RECURRING				
CAD Replacement/Upgrade				
Hawai'i Police Dept	-	3,000,000	(3,000,000)	
Honolulu Fire Dept.	-	1,400,000	(1,400,000)	
Honolulu Police Dept.	-	2,000,000	(2,000,000)	
Total CAD Replacement/Upgrade	-	6,400,000	(6,400,000)	0.0%
Computers				
EMS CAD Live Rounting	-	20,000	(20,000)	
EMS Tritech-GeoComm Interface	-	30,000	(30,000)	
Positron Equip SW Maintenance	-	40,000	(40,000)	
Total Computers	-	90,000	(90,000)	
Training				
RTO Training for CADS	-	15,000	(15,000)	
TriTech CAD System Admin Train	-	6,000	(6,000)	
Total Training	-	21,000	(21,000)	
Total Non-RECURRING	-	6,511,000	(6,511,000)	0.0%
RECURRING				
EMS Tower Lease	-	7,690	(7,690)	
Hawaiian Telcom Charges				
CMLs for Alternate Dispatch	-	164,283	(164,283)	
Haw Tel Frame Relay & CIR	11,353	-	11,353	
Hawaiian Telcom Trunk	461,837	1,618,730	(1,156,893)	
Long Distance Charges	25	-	25	
Mileage	946	-	946	
Ocean Safety CML Charges	6,210	25,200	(18,990)	
Total Hawaiian Telcom Charges	480,371	1,808,213	(1,327,842)	
Total RECURRING	480,371	1,815,903	(1,335,532)	26.5%
TOTAL DISBURSEMENTS	849,778	13,611,865	(12,762,087)	6.2%

**HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending 30 November 2011**

FY2012 STRATEGIC BUDGET PLAN (5 MONTHS)	Hawaii PSAP		
	DESCRIPTION	5 Mos. Actual	Annual Budget
DISBURSEMENTS:			
CONFERENCES			
911 Goes to Washington Conf	-	6,000	(6,000)
APCO Conference	-	9,000	(9,000)
Intergraph Conference	-	6,000	(6,000)
Motorola CAD User's	-		
NASNA Conference	-		
Navigator	-		
Nena Conference	5	9,000	(8,995)
NENA Technical Dev. Conference	-		
NG911 Technology Forum	-		
Pictometry Future View Confer	-		
TriTech CAD Users	-		
Total CONFERENCES	5	30,000	(29,995)
MAINTENANCE			
CAD Maintenance	-	66,867	(66,867)
Excom911 Logging Recorder Maint	-		
GeoComm Maintenance	-		
Intergraph Call Taker License	-	34,140	(34,140)
MSAG Svcs (Akimeka, LLC)			
MSAG Svcs (Akimeka, LLC) - Other	112,541	450,166	(337,625)
Total MSAG Svcs (Akimeka, LLC)	112,541	450,166	(337,625)
Pictometry License Agreement	-	353,260	(353,260)
Tritech CAD System Maintenance			
EMS	-		
Honolulu Fire Dept.	-		
Total Tritech CAD System Maintenance	-	-	-
Total MAINTENANCE	112,541	904,433	(791,892)
Non-RECURRING			
CAD Replacement/Upgrade			
Hawai'i Police Dept	-	3,000,000	(3,000,000)
Honolulu Fire Dept.	-		
Honolulu Police Dept.	-		
Total CAD Replacement/Upgrade	-	3,000,000	(3,000,000)
Computers			
EMS CAD Live Rounting	-		
EMS Tritech-GeoComm Interface	-		
Positron Equip SW Maintenance	-	40,000	(40,000)
Total Computers	-	40,000	(40,000)
Training			
RTO Training for CADS	-		
TriTech CAD System Admin Train	-		
Total Training	-	-	-
Total Non-RECURRING	-	3,040,000	(3,040,000)
RECURRING			
EMS Tower Lease	-		
Hawaiian Telcom Charges			
CMLs for Alternate Dispatch	-		
Haw Tel Frame Relay & CIR	-		
Hawaiian Telcom Trunk	25,529	306,344	(280,815)
Long Distance Charges	-		
Mileage	-		
Ocean Safety CML Charges	-		
Total Hawaiian Telcom Charges	25,529	306,344	(280,815)
Total RECURRING	25,529	306,344	(280,815)
TOTAL DISBURSEMENTS	138,075	4,280,777	(4,142,702)

**HAWAII ENHANCED 911 BOARD
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FY2012 STRATEGIC BUDGET PLAN (5 MONTHS)	Kauai PSAP		
DESCRIPTION	5 Mos. Actual	Annual Budget	Over/(Under) Budget
DISBURSEMENTS:			
CONFERENCES			
911 Goes to Washington Conf	-	3,600	(3,600)
APCO Conference	-		
Intergraph Conference	-		
Motorola CAD User's	-		
NASNA Conference	-		
Navigator	-		
Nena Conference	-	7,200	(7,200)
NENA Technical Dev. Conference	-		
NG911 Technology Forum	719		719
Pictometry Future View Confer	-	10,500	(10,500)
TriTech CAD Users	-		
Total CONFERENCES	719	21,300	(20,581)
MAINTENANCE			
CAD Maintenance	-		
Excom911 Logging Recorder Maint	-		
GeoComm Maintenance	-		
Intergraph Call Taker License	-		
MSAG Svcs (Akimeka, LLC)			
MSAG Svcs (Akimeka, LLC) - Other	77,461	309,846	(232,385)
Total MSAG Svcs (Akimeka, LLC)	77,461	309,846	(232,385)
Pictometry License Agreement	-	202,909	(202,909)
Tritech CAD System Maintenance			
EMS	-		
Honolulu Fire Dept.	-		
Total Tritech CAD System Maintenance	-		
Total MAINTENANCE	77,461	512,755	(435,294)
Non-RECURRING			
CAD Replacement/Upgrade			
Hawai'i Police Dept	-		
Honolulu Fire Dept.	-		
Honolulu Police Dept.	-		
Total CAD Replacement/Upgrade	-		
Computers			
EMS CAD Live Rounting	-		
EMS Tritech-GeoComm Interface	-		
Positron Equip SW Maintenance	-		
Total Computers	-		
Training			
RTO Training for CADS	-		
TriTech CAD System Admin Train	-		
Total Training	-		
Total Non-RECURRING	-		
RECURRING			
EMS Tower Lease	-		
Hawaiian Telcom Charges			
CMLs for Alternate Dispatch	-	164,283	(164,283)
Haw Tel Frame Relay & CIR	-		
Hawaiian Telcom Trunk	27,849	114,998	(87,149)
Long Distance Charges	194		194
Mileage	-		
Ocean Safety CML Charges	-		
Total Hawaiian Telcom Charges	28,044	279,281	(251,237)
Total RECURRING	28,044	279,281	(251,237)
TOTAL DISBURSEMENTS	106,224	813,336	(707,112)

**HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending 30 November 2011**

FY2012 STRATEGIC BUDGET PLAN (5 MONTHS)	Maui PSAP		
	5 Mos. Actual	Annual Budget	Over/(Under) Budget
DESCRIPTION			
DISBURSEMENTS:			
CONFERENCES			
911 Goes to Washington Conf	-	6,000	(6,000)
APCO Conference	-		
Intergraph Conference	-	6,000	(6,000)
Motorola CAD User's	-		
NASNA Conference	-		
Navigator	-		
Nena Conference	-	6,000	(6,000)
NENA Technical Dev. Conference	-		
NG911 Technology Forum	-		
Pictometry Future View Confer	-	6,000	(6,000)
TriTech CAD Users	-		
Total CONFERENCES	-	24,000	(24,000)
MAINTENANCE			
CAD Maintenance	-	115,825	(115,825)
Excom911 Logging Recorder Maint	-		
GeoComm Maintenance	-		
Intergraph Call Taker License	-		
MSAG Svcs (Akimeka, LLC)			
MSAG Svcs (Akimeka, LLC) - Other	0	436,521	(436,521)
Total MSAG Svcs (Akimeka, LLC)	0	436,521	(436,521)
Pictometry License Agreement	-	377,062	(377,062)
Tritech CAD System Maintenance			
EMS	-		
Honolulu Fire Dept.	-		
Total Tritech CAD System Maintenance	-		
Total MAINTENANCE	0	929,408	(929,408)
Non-RECURRING			
CAD Replacement/Upgrade			
Hawai'i Police Dept	-		
Honolulu Fire Dept.	-		
Honolulu Police Dept.	-		
Total CAD Replacement/Upgrade	-		
Computers			
EMS CAD Live Rounting	-		
EMS Tritech-GeoComm Interface	-		
Positron Equip SW Maintenance	-		
Total Computers	-		
Training			
RTO Training for CADS	-	15,000	(15,000)
TriTech CAD System Admin Train	-		
Total Training	-	15,000	(15,000)
Total Non-RECURRING	-	15,000	(15,000)
RECURRING			
EMS Tower Lease	-		
Hawaiian Telcom Charges			
CMLs for Alternate Dispatch	-		
Haw Tel Frame Relay & CIR	-		
Hawaiian Telcom Trunk	92,832	278,495	(185,663)
Long Distance Charges	(169)		(169)
Mileage	-		
Ocean Safety CML Charges	-		
Total Hawaiian Telcom Charges	92,663	278,495	(185,832)
Total RECURRING	92,663	278,495	(185,832)
TOTAL DISBURSEMENTS	92,663	1,246,903	(1,154,240)

HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending 30 November 2011

FY2012 STRATEGIC BUDGET PLAN (5 MONTHS)	Oahu PSAP		
	5 Mos. Actual	Annual Budget	Over/(Under) Budget
DESCRIPTION			
DISBURSEMENTS:			
CONFERENCES			
911 Goes to Washington Conf	-	24,000	(24,000)
APCO Conference	5,997	27,000	(21,003)
Intergraph Conference	-		
Motorola CAD User's	-	12,000	(12,000)
NASNA Conference	-		
Navigator	-	3,000	(3,000)
Nena Conference	281		281
NENA Technical Dev. Conference	-	12,000	(12,000)
NG911 Technology Forum	-		
Pictometry Future View Confer	-		
TriTech CAD Users	-	9,000	(9,000)
Total CONFERENCES	6,278	87,000	(80,722)
MAINTENANCE			
CAD Maintenance	-	227,460	(227,460)
Excom911 Logging Recorder Maint	-	75,000	(75,000)
GeoComm Maintenance	-	40,000	(40,000)
Intergraph Call Taker License	-		
MSAG Svcs (Akimeka, LLC)			
MSAG Svcs (Akimeka, LLC) - Other	-	507,631	(507,631)
Total MSAG Svcs (Akimeka, LLC)	-	507,631	(507,631)
Pictometry License Agreement	-	300,905	(300,905)
Tritech CAD System Maintenance			
EMS	-	92,820	(92,820)
Honolulu Fire Dept.	-	112,200	(112,200)
Total Tritech CAD System Maintenance	-	205,020	(205,020)
Total MAINTENANCE	-	1,356,016	(1,356,016)
Non-RECURRING			
CAD Replacement/Upgrade			
Hawai'i Police Dept	-		
Honolulu Fire Dept.	-	1,400,000	(1,400,000)
Honolulu Police Dept.	-	2,000,000	(2,000,000)
Total CAD Replacement/Upgrade	-	3,400,000	(3,400,000)
Computers			
EMS CAD Live Rounting	-	20,000	(20,000)
EMS Tritech-GeoComm Interface	-	30,000	(30,000)
Positron Equip SW Maintenance	-		
Total Computers	-	50,000	(50,000)
Training			
RTO Training for CADS	-		
TriTech CAD System Admin Train	-	6,000	(6,000)
Total Training	-	6,000	(6,000)
Total Non-RECURRING	-	3,456,000	(3,456,000)
RECURRING			
EMS Tower Lease	-	7,690	(7,690)
Hawaiian Telcom Charges			
CMLs for Alternate Dispatch	-		
Haw Tel Frame Relay & CIR	11,353		
Hawaiian Telcom Trunk	315,627	918,893	(603,266)
Long Distance Charges	-		
Mileage	946		946
Ocean Safety CML Charges	6,210	25,200	(18,990)
Total Hawaiian Telcom Charges	334,136	944,093	(609,957)
Total RECURRING	334,136	951,783	(617,647)
TOTAL DISBURSEMENTS	340,414	5,850,799	(5,510,385)

**HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending 30 November 2011**

FY2012 STRATEGIC PLAN BUDGET	HAWAII	KAUAI	MAUI	OAHU	OPS	TOTAL	%
DESCRIPTION	Budget	Budget	Budget	Budget	Budget	Budget	Budget
DISBURSEMENTS:							
911 Board Expansion					75,000	75,000	0.55%
Audit Expense					10,000	10,000	0.07%
Board Member Travel					24,050	24,050	0.18%
TKC Consulting Group, LLC					325,000	325,000	2.39%
DB&F Admin. Exp. Assess					374,000	374,000	2.75%
DB&F Revenue Assessment					410,000	410,000	3.01%
WSP Cost Recovery							
Sprint/Nextel					160,000	160,000	1.18%
Operations	-	-	-	-	1,378,050	1,378,050	10.12%
MSAG Services (Akimeka)	450,166	309,846	436,521	507,631		1,704,164	12.52%
CAD Maintenance	66,867		115,825	227,460		410,152	3.01%
Tritech CAD System Maintenance							
EMS				92,820		92,820	0.68%
Honolulu Fire Dept.				112,200		112,200	0.82%
Excom911 Logging Recorder Maint				75,000		75,000	0.55%
Intergraph Call Taker License	34,140					34,140	0.25%
Pictometry License Agreement	353,260	202,909	377,062	300,905		1,234,136	9.07%
Positron Equip SW Maintenance	40,000					40,000	0.29%
GeoComm Maintenance				40,000		40,000	0.29%
Maintenance	944,433	512,755	929,408	1,356,016	-	3,742,612	27.50%
EMS Tower Lease				7,690		7,690	0.06%
Hawaiian Telcom Charges							
Hawaiian Telcom Trunk	306,344	114,998	278,495	918,893		1,618,730	11.89%
Ocean Safety CML Charges				25,200		25,200	0.19%
Subtotal RECURRING	1,250,777	627,753	1,207,903	2,307,799	1,378,050	6,772,282	49.75%
CAD Upgrade							
Hawai'i Police Dept	3,000,000					3,000,000	22.04%
Honolulu Fire Dept./EMS				1,400,000		1,400,000	10.29%
Honolulu Police Dept.				2,000,000		2,000,000	14.69%
Computers							
EMS CAD Live Rounting				20,000		20,000	0.15%
EMS Tritech-GeoComm Interface				30,000		30,000	0.22%
CMLs for Alternate Dispatch		164,283				164,283	1.21%
Training							
RTO Training for CADS			15,000			15,000	0.11%
TriTech CAD System Admin Train (HFD)				6,000		6,000	0.04%
Subtotal Non-RECURRING	3,000,000	164,283	15,000	3,456,000	-	6,635,283	48.75%
Conferences:							
911 Goes to Washington Conf	6,000	3,600	6,000	24,000	3,000	42,600	0.31%
APCO Conference	9,000			27,000	3,000	39,000	0.29%
Intergraph Conference	6,000		6,000			12,000	0.09%
Motorola CAD User's				12,000		12,000	0.09%
NASNA Conference					3,000	3,000	0.02%
Navigator				3,000		3,000	0.02%
Nena Conference	9,000	7,200	6,000		3,000	25,200	0.19%
NENA Technical Dev. Conference				12,000		12,000	0.09%
NG911 Technology Forum					30,000	30,000	0.22%
Pictometry Future View Confer		10,500	6,000			16,500	0.12%
TriTech CAD Users				9,000		9,000	0.07%
Subtotal Conferences	30,000	21,300	24,000	87,000	42,000	204,300	1.50%
Total Strategic Plan Budget	4,280,777	813,336	1,246,903	5,850,799	1,420,050	13,611,865	100.00%
% of Budget	31.4%	6.0%	9.2%	43.0%	10.4%	100.0%	

Hawaii County E9-1-1 Status Report November 1, 2011 – November 30, 2011

• PSAP Operations

9-1-1 Call Volume – November 2011

PSAP	Total	Wireline	%	Wireless	%
HAWAII (*)	9,894	3,423	34.6%	6,471	65.4%

(*) Totals are based on calls to Primary PSAP.

HAWAII		TOTAL PSAP 9-1-1 CALL VOLUME							
		Wireline		Wireless		Admin		Abandoned	
2011	Total	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Calls	# of Calls	%Abandoned to Total
December									
November	9,894	3,423	34.6%	6,471	65.4%	0	0.0%	1,043	10.5%
October	10,538	3,560	33.8%	6,978	66.2%	0	0.0%	1,201	11.4%
September	9,561	3,288	34.4%	6,272	65.6%	1	0.0%	1,066	11.1%
August	10,581	3,660	34.6%	6,920	65.4%	1	0.0%	1,110	10.5%
July	10,395	3,901	37.5%	6,494	62.5%	0	0.0%	1,243	12.0%
June	10,158	3,537	34.8%	6,620	65.2%	1	0.0%	1,133	11.2%
May	10,190	3,730	36.6%	6,460	63.4%	0	0.0%	1,141	11.2%
April	9,521	3,409	35.8%	6,112	64.2%	0	0.0%	1,012	10.6%
March	10,514	3,871	36.8%	6,643	63.2%	0	0.0%	1,097	10.4%
February	9,340	3,453	37.0%	5,886	63.0%	1	0.0%	997	10.7%
January	10,183	3,755	36.9%	6,428	63.1%	0	0.0%	1,140	11.2%
TOTAL YTD	110,875	39,587	35.7%	71,284	64.3%	4	0.0%	12,183	11.0%
AVG PER MO	10,080	3,599		6,480		0		1,108	

Note: Total Calls include Administrative calls that are not direct 911 calls.

HAWAII		TRANSFERRED TO FIRE									
		Wireline			Wireless			Admin		Abandoned	
2011	Total	# of Calls	% to Total Wireline & Wireless	% of Total Wireline	# of Calls	% to Total Wireline & Wireless	% of Total Wireless	# of Calls	% to Total Calls	# of Calls	% Abandoned to Total
December											
November	1,952	940	48.2%	27.5%	1,012	51.8%	15.6%	0	0.0%	38	1.9%
October	1,913	886	46.3%	24.9%	1,027	53.7%	14.7%	0	0.0%	20	1.0%
September	1,807	840	46.5%	25.5%	967	53.5%	15.4%	0	0.0%	28	1.5%
August	1,974	891	45.1%	24.3%	1,083	54.9%	15.7%	0	0.0%	49	2.5%
July	1,850	916	49.5%	23.5%	933	50.5%	14.4%	1	0.1%	39	2.1%
June	1,814	861	47.5%	24.3%	953	52.5%	14.4%	0	0.0%	25	1.4%
May	1,861	843	45.3%	22.6%	1,018	54.7%	15.8%	0	0.0%	37	2.0%
April	1,821	845	46.4%	24.8%	976	53.6%	16.0%	0	0.0%	31	1.7%
March	1,977	926	46.9%	23.9%	1,050	53.1%	15.8%	1	0.1%	45	2.3%
February	1,809	892	49.3%	25.8%	917	50.7%	15.6%	0	0.0%	37	2.0%
January	1,914	909	47.5%	24.2%	1,004	52.5%	15.6%	1	0.1%	22	1.1%
TOTAL YTD	20,692	9,749	47.1%	24.6%	10,940	52.9%	15.3%	3	0.0%	371	1.8%
AVG PER MO	1,881	886			995			0		34	

Note: Total Calls include Administrative calls that are not direct 911 calls.

Notes:

- (1) "Abandoned" calls represent the number of incoming 9-1-1 calls for which the caller had hung up before a call-taker answered.
- (2) "Abandoned" calls are included in the "Wireline" and "Wireless" counts respectively. The standard CML reports do not provide a break-out of "Abandoned" calls between "Wireline" and "Wireless" calls.
- (3) Total call volumes include Administrative calls. (Administrative calls = Calls made between 911 positions but are not 911 calls.)

Hawaii County E9-1-1 Status Report November 1, 2011 – November 30, 2011

- **PSAP Operations (continued)**

Wireless Test – November 2011

Date	WSP	Sites Tested	Sectors Tested	Tested By	Test Pass/Fail
11/17/11	AT&T Mobility	1	3	Hawaii PSAP/ Akimeka	Pass

Current Month PSAP Operations Activities – November 2011

11/01/11 -- Akimeka personnel completed the Hawai'i County -- Nextel Annual Audit.
 11/28/11 Fourteen (14) updates/corrections were referred back to Nextel. Corrections/updates were completed by Nextel on November 28, 2011.

As such, all Wireless Service Provider (WSP) Cell Sites/Sectors annual audits for each of the WSPs doing business in Hawai'i County have been completed for 2011.

11/02/11 The Hawai'i County PSAP sent a notice to all vendors and Neighbor Island PSAPs that there will be no testing scheduled during the Solacom conversion. Subsequently, the testing blackout period was rescinded since the Solacom conversion was postponed until January 2012.

11/03/11 -- Pending At the request of the Hawai'i County Police/PSAP, Akimeka reported trouble regarding no COF/COP information on a Nextel Wireless Phase I (WPH 1) call. This has been an on-going issue since 2008. Rick Soto of Intrado agreed to re-open a trouble ticket to address the trouble. An update was requested and is still pending.

11/09/11 -- Pending Akimeka personnel coordinated on behalf of the Hawai'i County PSAP the testing of re-homing towers to new AT&T Mobility equipment. The test date, however, was postponed due to technical issues and has been re-scheduled to December 1, 2011.

11/10/11 -- 11/11/11 Akimeka personnel continued to assist the Hawai'i County Police/PSAP regarding the non-initialized caller who made numerous calls to 9-1-1. Patrick Donovan of the FCC was contacted for guidance in retrieving location or subscriber information for the caller. Mr. Donovan contacted AT&T Mobility, John Garner, who assisted in obtaining the additional information, which was forwarded to the Hawai'i County Police/PSAP on November 11, 2011.

11/09/11 -- 11/15/11 Verizon Global Solutions installed new equipment that required testing from each of their locations. Akimeka personnel validated and coordinated testing schedules for the Kaiser Clinics in Waimea, Kona and Hilo.

Hawaii County E9-1-1 Status Report November 1, 2011 – November 30, 2011

• PSAP Operations (continued)

Current Month PSAP Operations Activities – November 2011 (continued)

- 11/14/11 At the request of the Hawai'i County PSAP, Akimeka assisted with the reply to Intrado requesting a 24 x 7, 7-digit number, to route VoIP calls in a situation where the call being routed to the selective router has been interrupted. The PSAP is concerned about delivering a 9-1-1 call to an administrative line. This issue is under review between the PSAP and Intrado as liability issues need to be addressed.

- 11/16/11 Akimeka personnel attended Intrado MSAG Maintenance and Intrado 9-1-1Net Training. All Akimeka personnel have been certified/re-certified by Intrado.

- 11/17/11 Akimeka updated the Remote Call Forwarding (RCF) list to add COPS Monitoring to the list. The updated list was forwarded to the Hawai'i County PSAP for distribution.

- 11/17/11 VoIP testing for T-Mobile was coordinated with Betty Kenney and scheduled for December 4 - 5, 2011.

Open Issues (To be Monitored and Tracked by Akimeka)

Updates as of November 30, 2011 are noted below:

- 11/21/09 Akimeka will continue to monitor and track AT&T Mobility's open trouble ticket (11/21/09) for missing house number (HN), street and community information when transferring a WPH2 call or rebidding a WPH2 call. This issue was escalated to the State of Hawaii Wireless Enhanced 9-1-1 Board for action (August 2010). There have been no updates received to date. Unfortunately, the trouble is still occurring.

Akimeka will provide status updates via the Monthly Status Report (MSR) when there are significant changes or updates as provided by the State of Hawaii Wireless Enhanced 9-1-1 Board and/or AT&T Mobility.

Update (4/30/11) -- Hawaiian Telcom notified the Neighbor Island PSAPs that Intrado will be upgrading the ALI software to Version 5.0. A feature in this upgrade may potentially address the AT&T issue. This feature can be activated with the permission of all of the PSAPs across the State of Hawaii. This will be reviewed and discussed at the next Enhanced 9-1-1 Wireless Board Technical Committee meeting on May 10, 2011.

Update (5/31/11) -- All PSAPs sent in a written confirmation to Hawaiian Telcom, Inc. (HTI) to proceed with the software 5.0 upgrade. Testing has been scheduled for Monday, June 6, 2011.

Hawaii County E9-1-1 Status Report November 1, 2011 – November 30, 2011

PSAP Operations (continued)

Open Issues (To be Monitored and Tracked by Akimeka) (continued)

Updates as of November 30, 2011 are noted below:

11/21/09 (continued) **Update (6/30/11)** -- The ALI cache wireless option was installed by Hawaiian Telcom, Inc. (HTI) on June 5, 2011. Testing was conducted as scheduled on the Neighbor Islands on June 6, 2011. Testing began at 7:44 a.m. however, there was no improvement. House number (HN) and street and community information was still missing when transferring a WPH2 call or rebidding a WPH2 call. Akimeka contacted HTI to report the condition. HTI and Intrado addressed the issue and testing continued. Results of the re-bidding of a WPH1 to WPH2 (GSM) call displayed the tower information and city. However, when testing UMT to UMT calls, the tower information and city were missing. In addition, the COF fields remained constant at 271 meters for every Phase II test call received. Akimeka reported this to Intrado for review.

In June 8, 2011, HTI notified the PSAPs that they believe the ALI caching trouble was resolved and all information sent on re-bids is in compliance with what is being sent by AT&T Mobility. As such, any additional discrepancy of calculated accuracy pertaining to the confidence factor (COF) should be reported to AT&T Mobility.

Update (7/1/11 – 11/30/11) – No further updates.

04/16/10 Akimeka personnel worked on a flowchart for the Neighbor Island PSAPs to document the flow of a Call Routing Spreadsheet (CRS) and Testing Validation Worksheet (TVW). It was discovered that different processes exist among the carriers.

Akimeka created and submitted for review a DRAFT Call Routing Sheet (CRS) and Testing Validation Worksheet (TVW) process flowchart to the Neighbor Island PSAPs on December 20, 2010.

Update (4/30/11) – Akimeka continued to work on the flowchart and incorporate the feedback received. An updated process flowchart is currently under review within Akimeka. Once approved, it will be shared with the Neighbor Island PSAPs.

Update (5/1/11 – 7/31/11) – In progress.

Update (8/31/11) – In progress. Personnel updates need to be incorporated.

Update (9/1/11 – 11/30/11) – No further updates.

Hawaii County E9-1-1 Status Report November 1, 2011 – November 30, 2011

- **MSAG**

Current Month – November 2011

2011		9-1-1NET REQUESTS							Customer Address Change Requests Submitted (a)	In Suspended Status as of Report Month End (b)	
		Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected		# of Transactions	TNs Affected
PSAP	TOTAL										
HAWAII	291	268	178	21	23	40	6	8,735	23	39	39

Revised categories and report format changes effective April 2009.

During the month of November 2011, 268 9-1-1Net requests were completed relating to the MSAG database, with 8,735 customer ANI/ALI records updated as a direct result. Twenty-three (23) discrepancy reports were submitted to 9-1-1Net for updates and corrections, as needed, and monitored for completion. See attached spreadsheet for a detailed description of changes and additions.

There are 39 records in Suspended status as of November 30, 2011 affecting 39 telephone numbers (TNs). An invalid MSAG address will result in a No Record Found (NRF) condition during a 9-1-1 call.

- Thirty-seven (37) suspended records are due to the TNs not having a valid address in the ALI record. Address validation requests for each customer TN were sent to the respective service provider. The respective service provider provided a TMK number for the ALI record. Akimeka researched multiple databases, however, a valid MSAG address was not attached to the TMK assignment. Currently, these records are pending update from Hawaiian Telcom, Inc. (HTI).
- Two (2) suspended records are due to the TNs being on Federal property and not having a valid address record. Address validation requests for each customer TN were sent to the respective service provider. The respective service provider provided a TMK number for the ALI record. Akimeka researched multiple databases, however, a valid address was not attached to the TMK assignment.

Correspondence Letter Special Project Status Update

As of November 30, 2011, Akimeka completed the requested special project to validate if the address changes directed in the Hawai'i Planning Department's address correction correspondence, dating back to 2004, were incorporated into Akimeka's MSAG and GIS mapping layer updates. The correspondence letters were provided in hard paper copies and required manual review.

All of the 1,372 correspondence letters were reviewed, validated, and processed. Using multiple databases and resources, each correspondence letter was verified and filed by year for future reference.

The current percentage complete with this requested special project is at **100.0%, which closes out this project.**

Hawaii County E9-1-1 Status Report November 1, 2011 – November 30, 2011

• **MSAG (continued)**

Year-to-Date (YTD) Summary – 2011

HAWAII		9-1-1NET REQUESTS							Customer Address Change Requests Submitted (a)	In Suspended Status as of Report Month End (b)	
		Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)		# of Transactions	TNs Affected
2011	TOTAL										
December											
November	291	268	178	21	23	40	6	8,735	23	39	39
October	263	242	152	28	15	16	31	3,399	21	15	15
September	344	327	232	15	21	14	45	14,996	17	17	17
August	364	360	236	31	14	40	39	4,686	4	20	57
July	256	256	120	36	14	67	19	3,210	0	16	21
June	228	214	37	21	7	149	0	2,482	14	0	0
May	379	361	127	77	19	102	36	1,676	18	5	36
April	426	417	230	170	5	2	10	5,268	9	0	0
March	217	205	78	114	2	1	10	1,512	12	0	0
February	173	144	97	12	3	9	23	1,150	29	0	0
January	310	293	155	83	4	8	43	2,548	17	0	0
TOTAL YTD	3,251	3,087	1,642	608	127	448	262	49,662	164		
AVG PER MO	296	281	149	55	12	41	24	4,515	15		

(*) Applies to Change, Delete and Insert categories

Note: Revised categories and report format changes effective April 2009.

Definitions:	(a)	Represents customer address change requests submitted to Intrado to correct customer ANI/ALI records, including those identified by Akimeka.
	(b)	Represents what is in suspension status at the end of the report month -- awaiting further action by County, Telco, or Akimeka.

Hawaii County E9-1-1 Status Report November 1, 2011 – November 30, 2011

- **Mapping Layers Updated/Loaded Into GIS – November 2011**

9-1-1 GIS layers provided by Akimeka to the PSAP are designed for use on E9-1-1 systems.

HAWAII			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Address Points	11/28/11 -- 11/30/11		Spatially adjusted address points
		11/28/11	
	11/18/11		Added new and updated addresses as found in the County's updated layer. Included all data needed for the Intergraph CAD.
	11/08/11	11/09/11	
	11/03/11 -- 11/04/11		Added new and updated address points as found in the County's updated layer. Included all data needed for the Intergraph CAD.
Emergency Callboxes			
Fire Beats (Includes Medic Beats)			Renamed from "Fire Beats Boundaries"
Fire Districts (Includes Medic Districts)			
Fire Response Areas			Renamed "Fire ESZ" layer to "Fire Response Areas" layer. Layer needed for CAD purposes.
Fire Stations			
Major Roads			
MSAG Address Points (aka Pseudo Address Points)			
MSAG Communities (aka Towns)			
Medic Response Areas	N/A for Hawaii County		
Medic Stations			
Milepost Markers			
Points of Interest			

() Every time the GIS Update tool is used, Indexes and Cache have to be built. The Positron system configurator is adjusted every time a layer is loaded in the PowerMap database. Each PSAP position is updated accordingly.*

Hawaii County E9-1-1 Status Report November 1, 2011 – November 30, 2011

- **Mapping Layers Updated/Loaded Into GIS – November 2011 (continued)**

9-1-1 GIS layers provided by Akimeka to the PSAP are designed for use on E9-1-1 systems.

HAWAII			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Police Beats		11/22/11	Renamed from "Police Beats Boundaries"
Police Districts			Renamed from "Police District Boundaries"
Police Response Areas			Renamed "Police ESZ" layer to "Police Response Areas" layer. Layer needed for CAD purposes.
Police Stations			
Schools			
Street Centerlines		11/22/11	
	11/18/11		Completed edits from the County's updated layer and attributes for the Intergraph CAD
	11/17/11		Added new street centerlines as found in the County's updated layer
		11/09/11	
Trails			
WSP Cell Towers		11/09/11	
	11/08/11		Per AT&T Mobility CRS
OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Churches			
Gas Stations			Renamed from "Service Station"
Food & Beverage			
Hospitals			
Lodging			Renamed "Hotels" layer to "Lodging" layer
Medical Facilities			
Parcels			
Parks (Includes National Parks)			Renamed from "National and State Parks"
Parks Polygon			
Post Offices			
Subdivisions			

(* *Every time the GIS Update tool is used, Indexes and Cache have to be built. The Positron system configurator is adjusted every time a layer is loaded in the PowerMap database. Each PSAP position is updated accordingly.*

Hawaii County E9-1-1 Status Report November 1, 2011 – November 30, 2011

- **Mapping Layers Updated/Loaded Into GIS – November 2011 (continued)**

9-1-1 GIS layers provided by Akimeka to the PSAP are designed for use on E9-1-1 systems.

HAWAII			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/Edits Performed		
DISASTER/HOMELAND SECURITY LAYERS (Listed Alphabetically)			
Airports			
Bridges			
Coastline			
Coastal Names			
Critical Infrastructure			
Emergency Shelters			
Government Buildings			
Helipads			
Hydrology Layers			
- Dams			
- Ponds			
- Streams (Includes Rivers)			
- Waterfalls			
Ocean Rescue Boundaries			
Ocean Safety (Includes Lifeguard Stands)			Renamed "EOC Lifeguard Stands" layer to "Ocean Safety" layer
Tsunami Evacuation Zones			
Tsunami Roadblocks			

() Every time the GIS Update tool is used, Indexes and Cache have to be built. The Positron system configurator is adjusted every time a layer is loaded in the PowerMap database. Each PSAP position is updated accordingly.*

Hawaii County E9-1-1 Status Report November 1, 2011 – November 30, 2011

- **Mapping Layers Updated/Loaded Into GIS – November 2011 (continued)**

9-1-1 GIS layers provided by Akimeka to the PSAP are designed for use on E9-1-1 systems.

HAWAII			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed		
DISASTER/HOMELAND SECURITY LAYERS (Listed Alphabetically)			
United States National Grid			
Volcano Hazard Zones			
Wharfs			
SPECIAL REQUESTS			
Correctional Facilities			
Waste Water Plants			

(* *Every time the GIS Update tool is used, Indexes and Cache have to be built. The Positron system configurator is adjusted every time a layer is loaded in the PowerMap database. Each PSAP position is updated accordingly.*

<u>Note:</u>	Street Centerline, Address Points, and Parcels layers are provided by Hawaii County. Akimeka has been instructed to not perform any edits on the Parcels layers as provided. Akimeka uploads the layer into the Akimeka GIS Server and PSAP GIS Server accordingly. For the Street Centerline and Address Points layers, effective November 25, 2009, Akimeka will compare and incorporate the County's changes into Akimeka's Street Centerline and Address Points layer.
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Current Month GIS Activities – November 2011

- 11/01/11 As a special request, Akimeka created and delivered a map of the Kona Police Beats to Lieutenant Wana.

- 11/16/11 -- Akimeka received updated Address Points and Street Centerlines from the
11/21/11 Hawai'i County Planning Department on November 16, 2011. Comparison of the Street Centerlines layer was completed on November 21, 2011.

Hawaii County E9-1-1 Status Report November 1, 2011 – November 30, 2011

- **Mapping Layers Updated/Loaded Into GIS – November 2011 (continued)**

Current Month GIS Activities – November 2011 (continued)

Address Points and Street Centerlines Update Comparison

On a routine basis, upon receipt of Hawai'i County Planning Department's Address Points and Street Centerlines layer updates, Akimeka compares and incorporates any of the County's additions, changes and deletions into the Akimeka Address Points and Street Centerlines layers.

The Address Points and Street Centerlines layer comparative analysis was completed on the updates received from the Hawai'i County Planning Department on October 18, 2011. Results are as follows:

HAWAII COUNTY	Address Points Layer	Street Centerlines Layer
# of New Street Segments Added		24
# of New Addresses Added	88	
# of Street Segment Range Changes		10
# of Street Name Changes	33	
# of Street Number Changes	26	

The Address Points and Street Centerlines layer comparative analysis was completed on the updates received from the Hawai'i County Planning Department on November 16, 2011. Results are as follows:

HAWAII COUNTY	Address Points Layer	Street Centerlines Layer
# of New Street Segments Added		22
# of New Addresses Added	110	
# of Street Segment Range Changes		1
# of Street Name Changes	6	
# of Street Number Changes	4	

Note: Some Address Points have its street name and street number changed at the same time. These are counted as separate actions since these changes are needed to make the layers "9-1-1 capable" for dispatch and response.

Hawaii County E9-1-1 Status Report November 1, 2011 – November 30, 2011

- Service Requests Transactions

Open Service Requests – November 2011 (October 28, 2011 – November 28, 2011)

#	Date	Ticket #	Description	Category	Urgency	Comments
1	06/03/10	225	Verify addresses on Puako Beach Road	MSAG - ANI/ALI Discrepancy	Normal	Customer records were researched and update requests were sent to Sprint via Intrado and Hawaiian Telcom, Inc. (HTI). Record pending with telcos.
2	06/02/11	324	<u>Incorrect Address</u>	MSAG - ANI/ALI Discrepancy	Normal	Correct address was confirmed; however Akimeka is unable to input the address in the MSAG without a telephone number.
3	05/12/11	327	<u>Incorrect Address:</u> TN = 808/982-3265	MSAG - ANI/ALI Discrepancy	Normal	Customer confirmed address and advised that she will contact her service provider. Waiting for updated information to be processed.
4	06/28/11	341	<u>Incorrect Address:</u> TN = 808/963-6309	MSAG - ANI/ALI Discrepancy	Low	Updated information has been requested through Intrado 9-1-1Net. Waiting on HTI to update caller information.
5	08/18/11	354	<u>Change Address</u>	MSAG - ANI/ALI Discrepancy	Normal	Akimeka sent request to Sergeant Matsumoto for existing caller information which is needed for the address update.
6	09/01/11	359	<u>Incorrect Address:</u> TN = 808/962-6601	MSAG - ANI/ALI Discrepancy	Low	Pending change in 9-1-1Net.
7	09/01/11	362	<u>Incorrect Address:</u> TN = 808/775-1722	MSAG - ANI/ALI Discrepancy	Normal	Pending change in 9-1-1Net.
8	09/01/11	363	<u>Incorrect Address:</u> TN = 808/966-6991	MSAG - ANI/ALI Discrepancy	Normal	Pending change in 9-1-1Net.
9	09/01/11	368	<u>Incorrect Address:</u> TN = 808/969-1024	MSAG - ANI/ALI Discrepancy	Normal	Pending change in 9-1-1Net.
10	09/01/11	371	<u>Incorrect Address:</u> TN = 808/887-1975	MSAG - ANI/ALI Discrepancy	Normal	Pending change in 9-1-1Net.
11	10/25/11	401	<u>Incorrect TN and Address:</u> Barbera Ferraro	911 Map -- Call Plotted Incorrectly	Normal	Request for caller information submitted; pending change in 9-1-1Net.
12	10/25/11	402	TN = 808/965-9864	911 Map -- Call Plotted Incorrectly	Low	Request for caller information submitted; pending change in 9-1-1Net.
13	10/25/11	403	TN = 808/934-0297; No Record Found	911 Map -- Call Plotted Incorrectly	Normal	Request for caller information submitted; pending change in 9-1-1Net.
14	10/25/11	404	<u>Incorrect Information Displayed:</u> Robert E. Nelson	911 Map -- Call Plotted Incorrectly	Normal	Request for caller information submitted; pending change in 9-1-1Net.
15	11/15/11	408	<u>Incorrect Address:</u> TN = 808/929-7636	MSAG - ANI/ALI Discrepancy	Low	Request for caller information submitted; pending change in 9-1-1Net. House Number is needed.
16	11/15/11	409	<u>Incorrect Address:</u> TN = 808/322-3880	MSAG - ANI/ALI Discrepancy	Low	Request for caller information submitted; pending change in 9-1-1Net.
17	11/15/11	410	<u>Incorrect Address:</u> TN = 808/962-0414	MSAG - ANI/ALI Discrepancy	Low	Request for caller information submitted; pending change in 9-1-1Net.
18	11/17/11	411	HELCO-PRODUCTION	MSAG - No Record Found	Normal	Request for caller information submitted; pending change in 9-1-1Net.
19	11/19/11	413	HILO MEDICAL CENTER	MSAG - No Record Found	Normal	Request for caller information submitted; pending change in 9-1-1Net.
Service Requests On Hold Status						
20	05/25/10	220	MSAG Community Layer	911 Map -- Other	Low	Hawai'i County Police reviewed Akimeka's 2008 MSAG Community layer data and would like to redefine them. New boundaries for West Hawai'i was received on May 16, 2010. Akimeka contacted the Hawai'i County PSAP to set up a meeting to discuss, define and agree upon the MSAG Communities to be used. Akimeka E9-1-1 Support met with the Hawai'i County PSAP on March 17, 2011 to discuss and adjust the MSAG Communities layer. Research is being done to ensure that the layer is properly updated. Hawai'i County Police advised Akimeka in July 2011 that this project will be placed "On Hold" pending a meeting with other community sources.
21	02/11/11	312	<u>Incorrect Information Displayed</u>	MSAG - ANI/ALI Discrepancy	Normal	Sent inquiry to Intrado regarding street name change and potential community name change.

Note: Open Service Requests reflect what is in pending status at the end of the report month.

Hawaii County E9-1-1 Status Report November 1, 2011 – November 30, 2011

- **Service Requests Transactions (continued)**

Year-to-Date (YTD) Summary – 2011

HAWAII				SERVICE REQUEST CATEGORIES							
2011	TOTAL			911 Map		MSAG		Request Training		Suggestions	
	Created	Closed	Open	Created	Closed	Created	Closed	Created	Closed	Created	Closed
December											
November	6	1	21	0	0	6	1	0	0	0	0
October	8	5	16	8	5	0	0	0	0	0	0
September	24	18	13	4	3	20	15	0	0	0	0
August	4	5	7	0	1	4	4	0	0	0	0
July	0	11	8	0	0	0	11	0	0	0	0
June	12	1	19	1	1	11	0	0	0	0	0
May	8	5	8	1	1	7	4	0	0	0	0
April	0	0	5	0	0	0	0	0	0	0	0
March	0	2	5	0	0	0	2	0	0	0	0
February	3	1	7	0	0	3	1	0	0	0	0
January	19	21	5	0	0	19	21	0	0	0	0
2010 Carryover	7	0	7	2	0	5	0	0	0	0	0
TOTAL	91	70	21	16	11	75	59	0	0	0	0

Note: Open Service Requests reflect what is in pending status at the end of the report month.

	Category	Description
Definitions:	911 Map	Mapping computer not functioning or displaying properly
	MSAG	Discrepancies with 9-1-1 MSAG addresses
	Request Training	E-911 Operations training needs
	Suggestions	Vehicle to share suggestions

- **E9-1-1 Database Synchronization**
(Reference: NENA 71-501, Version 1.1 – NENA Information Document for Synchronizing Geographic Information System databases with MSAG & ALI)

As part of Akimeka's value added services, Akimeka conducted the next quarterly database synchronization audit for Hawai'i County in November 2011.

The database synchronization effort included comparing Hawai'i County's 9-1-1 MSAG against its GIS Street Centerline data. A total number of 4,582 9-1-1 MSAG records were reviewed in the audit and analyzed. Results of the database synchronization audit completed on November 14, 2011 for Hawai'i County are reported below.

Database synchronization should be part of an ongoing and continuous process to ensure that the databases remain current and synchronized. Since neither database is static in nature, the synchronization process will never yield a 100 percent match rate. As such, NENA's recommended minimum match rate is 98%.

Hawaii County E9-1-1 Status Report November 1, 2011 – November 30, 2011

- E9-1-1 Database Synchronization (continued)**
(Reference: NENA 71-501, Version 1.1 – NENA Information Document for Synchronizing Geographic Information System databases with MSAG & ALI)

The database synchronization process is essential to monitor and ensure the level of accuracy of the E9-1-1 databases and prepare for Next Generation 9-1-1 (NG9-1-1). As such, Akimeka will perform database synchronization audits on a quarterly basis as part of its ongoing maintenance process. Results of the database synchronization audit will be included and reported in the Monthly Status Report (MSR) accordingly.

Audit Summary Results – 2008 (Baseline) vs. 2011

9-1-1 MSAG TO GIS STREET CENTERLINE AUDIT COMPARISON RESULTS	Notes	As of January 16, 2008		As of February 11, 2011		As of May 31, 2011		As of August 12, 2011		As of November 14, 2011	
		9-1-1 MSAG Dated 01-16-08		9-1-1 MSAG Dated 02-01-11		9-1-1 MSAG Dated 05-01-11		9-1-1 MSAG Dated 08-01-11		9-1-1 MSAG Dated 11-01-11	
		# of Records	%								
Total 9-1-1 MSAG Records Reviewed		7,346		4,624		4,343		4,322		4,582	
Less: 9-1-1 MSAG Exception Records	(1)			9	0.2%	6	0.1%	6	0.1%	6	0.1%
Net 9-1-1 MSAG Records Eligible for Comparison		7,346		4,615		4,337		4,316		4,576	
Total 9-1-1 MSAG Records Match (9-1-1 MSAG – GIS Match – No Corrections Required)		269	3.7%	2,133	46.2%	2,464	56.8%	2,850	66.0%	3,448	75.3%
9-1-1 MSAG -- GIS No Match Minor Correction Required	(2)			1,689	36.6%	1,222	28.2%	844	19.6%	577	12.6%
9-1-1 MSAG -- GIS No Match Major Correction Required	(3)			0	0.0%	0	0.0%	0	0.0%	0	0.0%
9-1-1 MSAG Record With No GIS Record	(4)			793	17.2%	651	15.0%	622	14.4%	551	12.0%
Total 9-1-1 MSAG Records No Match		7,077	96.3%	2,482	53.8%	1,873	43.2%	1,466	34.0%	1,128	24.7%

Objective: NENA Recommended Match Rate = 98%

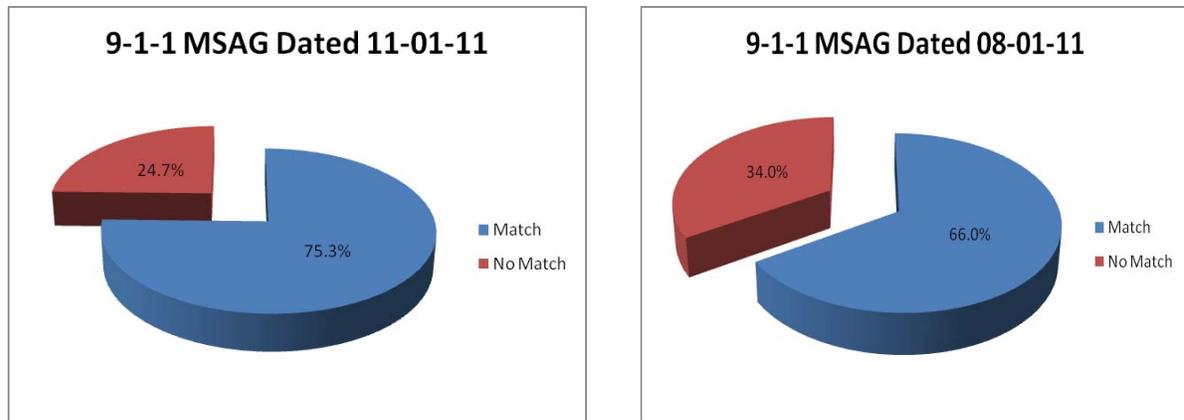
Notes:

- (1) An MSAG Record that will not have a corresponding GIS Street Centerline Record but is required for the routing of E9-1-1 calls (i.e., Emergency Call Box, Foreign Exchange Records, Wireless Shell Records, etc.). No further action is required.
- (2) An MSAG Record that requires minor MSAG attention in 9-1-1Net to correct MSAG Records (i.e., Reassignment of an MSAG Community, modification of the Site Address Range, assignment of an ESN, performing a combine or insert of an existing MSAG Record, etc.).
- (3) A Major Correction is one in which the correction will/or has resulted in an ALI fall-out (Orphan ALI Record) and will require additional work effort to correct the problem.
- (4) An MSAG Record that does not have a corresponding GIS Record and will require additional research and validation. The GIS Section will assist with this effort.

Hawaii County E9-1-1 Status Report November 1, 2011 – November 30, 2011

- **E9-1-1 Database Synchronization (continued)**
(Reference: NENA 71-501, Version 1.1 – NENA Information Document for Synchronizing Geographic Information System databases with MSAG & ALI)

Audit Summary Results – November 1, 2011 vs. August 1, 2011 MSAG



Hawai'i County's level of accuracy or 9-1-1 Match percentage improved from 66.0% as of August 1, 2011 to 75.3% as of November 1, 2011 -- which represents a 9.3 percentage point improvement and/or 21.0% improvement in address accuracy.

- ❖ The total number of 701/709 MSAG Error Reports as of November 30, 2011 is at 61 – a decrease of 15.3 % from August 31, 2011 (from 72 to 61).

Thirty (30) records are due to customers being assigned a blank or zero (0) house number. Although some customers have valid telephone numbers, the Hawaii County website and GIS provided to Akimeka does not contain a street range or in some cases a street segment to input the customer into 9-1-1Net.
- ❖ The total number of address ranges ending with either 999998 or 999999 further decreased by 18.8% from August 1, 2011 (from 750 to 609).
- ❖ The total number of blank-to-blank address ranges decreased by 3.9% from August 1, 2011 (from 76 to 73).
- ❖ Although ongoing progress is being made in address accuracy, the number of MSAG records that do not match GIS increased from August 1, 2011, as a result of community boundary adjustments and GIS Street Centerline data corrections. Once 9-1-1Net data and GIS data catches up, the number of MSAG records do not match or have missing GIS records will be significantly reduced.
- ❖ Ongoing maintenance is critical to ensure the database synchronized level of address accuracy is maintained. Additional work is needed to investigate and correct the identified No Match opportunities and database synchronization efforts will continue.

Kauai County E9-1-1 Status Report November 1, 2011 – November 30, 2011

• PSAP Operations

9-1-1 Call Volume – November 2011

PSAP	Total	Wireline	%	Wireless	%
KAUAI	2,925	942	32.2%	1,982	67.8%

9-1-1 Call Volume – Calendar Year 2011

KAUAI		TOTAL PSAP 9-1-1 CALL VOLUME						Abandoned	
		Wireline		Wireless		Admin			
2011	Total	# of Calls	% to Total Wireline & Wireless	# of Calls	% to Total Wireline & Wireless	# of Calls	% to Total Calls	# of Calls	% Abandoned
December									
November	2,925	942	32.2%	1,982	67.8%	1	0.0%	673	23.0%
October	3,220	1,049	32.6%	2,171	67.4%	0	0.0%	653	20.3%
September	3,043	905	29.7%	2,138	70.3%	0	0.0%	612	20.1%
August	3,444	1,048	30.5%	2,391	69.5%	5	0.1%	695	20.2%
July	3,248	1,117	34.4%	2,129	65.6%	2	0.1%	693	21.3%
June	3,163	1,040	32.9%	2,123	67.1%	0	0.0%	705	22.3%
May	3,015	1,115	37.0%	1,898	63.0%	2	0.1%	641	21.3%
April	3,031	1,102	36.4%	1,925	63.6%	4	0.1%	643	21.2%
March	3,166	1,103	34.9%	2,060	65.1%	3	0.1%	646	20.4%
February	2,875	1,049	36.5%	1,822	63.5%	4	0.1%	554	19.3%
January	2,907	1,018	35.0%	1,889	65.0%	0	0.0%	601	20.7%
TOTAL YTD	34,037	11,488	33.8%	22,528	66.2%	21	0.1%	7,116	20.9%
AVG PER MO	3,094	1,044		2,048		2		647	

Note: Total Calls include Administrative calls that are not direct 9-1-1 calls.

Notes:

- (1) Total call volumes include Administrative calls. (Administrative calls = Calls made between 9-1-1 positions but are not 9-1-1 calls.)
- (2) "Abandoned" calls represent the number of incoming 9-1-1 calls for which the caller had hung up before a call-taker answered.
- (3) "Abandoned" calls are included in the "Wireline" and "Wireless" counts respectively. The standard CML reports do not provide a break-out of "Abandoned" calls between "Wireline" and "Wireless" calls.

Kauai County E9-1-1 Status Report November 1, 2011 – November 30, 2011

- **PSAP Operations (continued)**

Wireless Test – November 2011

Date	WSP	Sites Tested	Sectors Tested	Tested By	Test Pass/Fail
NONE					

Current Month PSAP Operations Activities – November 2011

11/01/11 -- Akimeka personnel completed the Kauai County -- Sprint Annual Audit. All
11/28/11 corrections/updates were completed by Sprint on November 28, 2011.

As such, all Wireless Service Provider (WSP) Cell Sites/Sectors annual audits for each of the WSPs doing business in Kauai County have been completed for 2011.

11/03/11 -- At the request of the Hawai'i County Police/PSAP, Akimeka reported trouble
Pending regarding no COF/COP information on a Nextel Wireless Phase I (WPH 1) call. This has been an on-going issue since 2008 and affects all of the PSAPs.

Rick Soto of Intrado agreed to re-open a trouble ticket to address the trouble. An update was requested and is still pending.

11/08/11 Akimeka personnel assisted the Kauai County Police/PSAP during their VisionAir
CAD cutover. Recommendations, analysis, and test calls were provided/performed as requested.

11/09/11 -- Akimeka personnel coordinated on behalf of the Kauai County PSAP the testing
Pending of re-homing towers to new AT&T Mobility equipment. The test date, however, was postponed due to technical issues and has been re-scheduled to December 1, 2011.

11/14/11 At the request of the Kauai County PSAP, Akimeka assisted with the reply to
Intrado requesting a 24 x 7, 7-digit number, to route VoIP calls in a situation where the call being routed to the selective router has been interrupted. The PSAP is concerned about delivering a 9-1-1 call to an administrative line. This issue is under review between the PSAP and Intrado as liability issues need to be addressed.

11/16/11 Akimeka personnel attended Intrado MSAG Maintenance and Intrado 9-1-1Net
Training. All Akimeka personnel have been certified/re-certified by Intrado.

11/17/11 VoIP testing for T-Mobile was coordinated with Betty Kenney and scheduled for
December 4 - 5, 2011.

Kauai County E9-1-1 Status Report November 1, 2011 – November 30, 2011

- **PSAP Operations (continued)**

Open Issues (To be Monitored and Tracked by Akimeka)

Updates as of November 30, 2011 are noted below:

11/21/09 Akimeka will continue to monitor and track AT&T Mobility's open trouble ticket (11/21/09) for missing house number (HN), street and community information when transferring a WPH2 call or rebidding a WPH2 call. This issue was escalated to the State of Hawaii Wireless Enhanced 9-1-1 Board for action (August 2010). There have been no updates received to date. Unfortunately, the trouble is still occurring. Akimeka will provide status updates via the Monthly Status Report (MSR) when there are significant changes or updates as provided by the State of Hawaii Wireless Enhanced 9-1-1 Board and/or AT&T Mobility.

Update (4/30/11) -- Hawaiian Telcom notified the Neighbor Island PSAPs that Intrado will be upgrading the ALI software to Version 5.0. A feature in this upgrade may potentially address the AT&T issue. This feature can be activated with the permission of all of the PSAPs across the State of Hawaii. This will be reviewed and discussed at the next Enhanced 9-1-1 Wireless Board Technical Committee meeting on May 10, 2011.

Update (5/31/11) -- All PSAPs sent in a written confirmation to Hawaiian Telcom, Inc. (HTI) to proceed with the software 5.0 upgrade. Testing has been scheduled for Monday, June 6, 2011.

Update (6/30/11) -- The ALI cache wireless option was installed by Hawaiian Telcom, Inc. (HTI) on June 5, 2011. Testing was conducted as scheduled on the Neighbor Islands on June 6, 2011. Testing began at 7:44 a.m. however, there was no improvement. House number (HN) and street and community information was still missing when transferring a WPH2 call or rebidding a WPH2 call. Akimeka contacted HTI to report the condition. HTI and Intrado addressed the issue and testing continued. Results of the re-bidding of a WPH1 to WPH2 (GSM) call displayed the tower information and city. However, when testing UMT to UMT calls, the tower information and city were missing. In addition, the COF fields remained constant at 271 meters for every Phase II test call received. Akimeka reported this to Intrado for review.

In June 8, 2011, HTI notified the PSAPs that they believe the ALI caching trouble was resolved and all information sent on re-bids is in compliance with what is being sent by AT&T Mobility. As such, any additional discrepancy of calculated accuracy pertaining to the confidence factor (COF) should be reported to AT&T Mobility.

Update (7/1/11 – 11/30/11) – No further updates.

Kauai County E9-1-1 Status Report November 1, 2011 – November 30, 2011

- **PSAP Operations (continued)**

Open Issues (To be Monitored and Tracked by Akimeka) (continued)

Updates as of November 30, 2011 are noted below:

04/16/10 Akimeka personnel worked on a flowchart for the Neighbor Island PSAPs to document the flow of a Call Routing Spreadsheet (CRS) and Testing Validation Worksheet (TVW). It was discovered that different processes exist among the carriers.

Akimeka created and submitted for review a DRAFT Call Routing Sheet (CRS) and Testing Validation Worksheet (TVW) process flowchart to the Neighbor Island PSAPs on December 20, 2010.

Update (4/30/11) – Akimeka continued to work on the flowchart and incorporate the feedback received. An updated process flowchart is currently under review within Akimeka. Once approved, it will be shared with the Neighbor Island PSAPs.

Update (5/1/11 – 7/31/11) – In progress.

Update (8/31/11) – In progress. Personnel updates need to be incorporated.

Update (9/1/11 – 11/30/11) – No further updates.

Kauai County E9-1-1 Status Report November 1, 2011 – November 30, 2011

• **MSAG**

Current Month – November 2011

2011		9-1-1NET REQUESTS							Customer Address Change Requests Submitted (a)	In Suspended Status as of Report Month End (b)	
		Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected		# of Transactions	TNs Affected
PSAP	TOTAL										
KAUAI	103	102	62	5	5	7	23	3,117	1	36	36
Revised categories and report format changes effective April 2009.											

During the month of November 2011, 102 9-1-1Net requests were completed relating to the MSAG database, with 3,117 customer ANI/ALI records updated as a direct result. One (1) ALI discrepancy report was submitted to 9-1-1Net for updates and corrections. See attached spreadsheet for a detailed description of changes and additions.

There are thirty-six (36) records in Suspended status as of November 30, 2011, affecting 36 telephone numbers (TNs). An invalid MSAG address will result in a No Record Found (NRF) condition during a 9-1-1 call.

- Twenty-six (26) suspended records are due to the TNs not having a valid address in the ALI record. Address validation requests for each customer TN were sent to the respective service provider. The respective service provider provided a TMK number for the ALI record. Akimeka researched multiple databases, however, a valid address was not attached to the TMK assignment.
- Seven (7) suspended records are due to the TNs being on Federal property and not having a valid address record. Address validation requests for each customer TN were sent to the respective service provider. The respective service provider provided a TMK number for the ALI record. Akimeka researched multiple databases, however, a valid address was not attached to the TMK assignment.
- Three (3) suspended records are due to the TNs being on State property and not having a valid address record. Address validation requests for each customer TN were sent to the respective service provider. The respective service provider provided a TMK number for the ALI record. Akimeka researched multiple databases, however, a valid address was not attached to the TMK assignment.

Kauai County E9-1-1 Status Report November 1, 2011 – November 30, 2011

• **MSAG (continued)**

Year-to-Date (YTD) Summary – 2011

KAUAI		9-1-1NET REQUESTS							Customer Address Change Requests Submitted (a)	In Suspended Status as of Report Month End (b)	
2011	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)		# of Transactions	TNs Affected
December											
November	103	102	62	5	5	7	23	3,117	1	36	36
October	34	33	20	4	5	2	2	535	1	33	33
September	468	468	445	3	19	0	1	13,855	0	40	40
August	436	436	424	3	5	3	1	11,634	0	27	27
July	34	34	15	2	13	1	3	1,561	0	4	46
June	11	10	7	0	0	3	0	916	1	8	525
May	14	12	2	0	0	3	7	14	2	0	0
April	42	42	35	5	1	1	0	1,130	0	0	0
March	51	51	31	2	4	4	10	769	0	0	0
February	4	4	2	1	0	0	1	297	0	0	0
January	137	136	103	16	1	5	11	1,840	1	0	0
TOTAL YTD	1,334	1,328	1,146	41	53	29	59	35,668	6		
AVG PER MO	121	121	104	4	5	3	5	3,243	1		

(*) Applies to Change, Delete and Insert categories

Note: Revised categories and report format changes effective April 2009.

Definitions:	(a)	Represents customer address change requests submitted to Intrado to correct customer ANI/ALI records, including those identified by Akimeka.
	(b)	Represents what is in suspension status at the end of the report month -- awaiting further action by County, Telco, or Akimeka.

Automatic Location Identification (ALI) Discrepancy Reports

As part of Akimeka's ongoing database synchronization efforts, updates regarding the status of the ALI discrepancies, specifically ESN 499, will be reported in conjunction with the quarterly Database Synchronization results report.

Kauai County E9-1-1 Status Report November 1, 2011 – November 30, 2011

- **Mapping Layers Updated/Loaded Into GIS – November 2011**

9-1-1 GIS layers provided by Akimeka to the PSAP are designed for use on E9-1-1 systems.

KAUAI			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Address Points		11/10/11	
	11/07/11 -- 11/08/11		Validated address points and ranges
	11/03/11		
Common Place Name			
Emergency Callboxes			
Fire Beats			Renamed from "Fire Beats Boundaries"
Fire Districts			Renamed from "Fire Dispatch Group (Districts)"
Fire Response Areas			Renamed "Fire ESZ" layer to "Fire Response Areas" layer. Layer needed for CAD purposes.
Fire Stations		11/10/11	
Incident Response Area			
Major Roads			
MSAG Address Points (aka Pseudo Address Points)			
MSAG Communities (aka Towns)			
Medic Beats		11/23/11	
	11/14/11		Corrected KAPAIA MEDIC 21 to LIHUE MEDIC 21 Renamed "EMS Zones" layer and "Medic Beat Boundaries" layer to "Medic Beats" layer
Medic Districts			Renamed from "Medic Dispatch Group (Districts)"
Medic Response Areas			Renamed from "Medic ESZ". Layer needed for CAD purposes.
Medic Stations			
Milepost Markers			

() Every time the GIS Update tool is used, Indexes and Cache have to be built. The Positron system configurator is adjusted every time a layer is loaded in the PowerMap database. Each PSAP position is updated accordingly.*

Kauai County E9-1-1 Status Report November 1, 2011 – November 30, 2011

- Mapping Layers Updated/Loaded Into GIS – November 2011 (continued)**

9-1-1 GIS layers provided by Akimeka to the PSAP are designed for use on E9-1-1 systems.

KAUAI			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Points of Interest	11/03/11		
Police Beats		11/23/11	
	11/10/11		Updated Police Beats boundaries Renamed from "Police Beats Boundaries"
Police Districts			Renamed from "Police District Boundaries"
Police Response Areas			Renamed "Police ESZ" layer to "Police Response Areas" layer. Layer needed for CAD purposes.
Police Stations	11/03/11		
Schools			
Street Centerlines	11/28/11		Added address ranges for Poipu Beach Estates subdivision
	11/25/11		Changed classifications to match the Major Roads layer. This is for the GeoComm map.
		11/23/11	
		11/10/11	
	11/17/11 -- 11/18/11		Added streets to Poipu Beach Estates subdivision
	11/07/11		Updated Routing Field to meet GeoComm requirements and posted to Akimeka ftp site
	11/03/11		
	11/02/11		Changed One-Ways to meet GeoComm requirements
	11/01/11		Changed One-Ways and Address Ranges to meet GeoComm requirements
Trails			
WSP Cell Towers		11/10/11	
	11/04/11		Corrected city for sectors
OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Churches			
Gas Stations			Renamed from "Service Station"
Food & Beverage			Renamed "Restaurant" layer to "Food & Beverage" layer to include bakeries, cafes, food factories, etc.
Hospitals			
Lodging		11/10/11	
			Renamed "Hotels" layer to "Lodging" layer

() Every time the GIS Update tool is used, Indexes and Cache have to be built. The Positron system configurator is adjusted every time a layer is loaded in the PowerMap database. Each PSAP position is updated accordingly.*

Kauai County E9-1-1 Status Report November 1, 2011 – November 30, 2011

- Mapping Layers Updated/Loaded Into GIS – November 2011 (continued)**

9-1-1 GIS layers provided by Akimeka to the PSAP are designed for use on E9-1-1 systems.

KAUAI			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/Edits Performed		
OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Medical Facilities			
Parcels			
Parks			Renamed from "National and State Parks". Kauai does not have any National Parks.
Parks Polygon			
Post Offices			
Subdivisions	11/03/11		Added Numila Camp
DISASTER/HOMELAND SECURITY LAYERS (Listed Alphabetically)			
Airports			
Bridges			
Coastline			
Coastal Names			
Communications			Renamed "Radio Towers" layer to "Communications" layer
Emergency Shelters			
Hydrology Layers			
- Dams			
- Ponds			
- Streams (Includes Rivers)			
- Waterfalls			
Ocean Rescue Boundaries	11/07/11	11/10/11	Created layer that will replace the Miles From Shore and 3-Mile Limit layers. Also added a 1/4 mile buffer within the one mile buffer as requested by the Fire Department.
Tsunami Evacuation Zones			
United States National Grid			

() Every time the GIS Update tool is used, Indexes and Cache have to be built. The Positron system configurator is adjusted every time a layer is loaded in the PowerMap database. Each PSAP position is updated accordingly.*

Kauai County E9-1-1 Status Report November 1, 2011 – November 30, 2011

- **Mapping Layers Updated/Loaded Into GIS – November 2011 (continued)**

9-1-1 GIS layers provided by Akimeka to the PSAP are designed for use on E9-1-1 systems.

KAUAI			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/Edits Performed		
SPECIAL REQUESTS			
KCC Building Outline			
KCC Callboxes			

Note: The Parcels layer is provided by Kauai County. Akimeka performs edits on the spatial information of the layer for 9-1-1 purposes. Changes to the attribute table are made when needed. The Parcels layer uploaded to the PSAP GIS Server is intended for 9-1-1 purposes only and should not be disseminated to other county agencies.

Current Month GIS Activities – November 2011

- 11/04/11 Akimeka GIS personnel posted new and updated layers to their ftp site for a GeoComm update.
- 11/07/11 Akimeka GIS personnel posted updated layers to their ftp site for Deccan International.
- 11/14/11 Akimeka GIS personnel posted edited layers to their ftp site for a GeoComm update.
- 11/29/11 -- Akimeka personnel attended GeoComm GeoLynx DMS training.
- 11/30/11

Kauai County E9-1-1 Status Report November 1, 2011 – November 30, 2011

• Service Requests Transactions

Open Service Requests – October 2011 (October 28, 2011 – November 28, 2011)

#	Date	Ticket #	Description	Category	Urgency	Comments
1	08/25/11	358	Incorrect Community -- 7-Eleven Hanamaulu	MSAG - AN/WALI Discrepancy	High	Pending change in 9-1-1Net
2	09/14/11	379	Incorrect Address	MSAG - AN/WALI Discrepancy	Normal	Pending change in 9-1-1Net

Note: Open Service Requests reflect what is in pending status at the end of the report month.

Year-to-Date (YTD) Summary – 2011

KAUAI				SERVICE REQUEST CATEGORIES							
2011	TOTAL			911 Map		MSAG		Request Training		Suggestions	
	Created	Closed	Open	Created	Closed	Created	Closed	Created	Closed	Created	Closed
December											
November	1	1	2	1	1	0	0	0	0	0	0
October	0	0	2	0	0	0	0	0	0	0	0
September	1	0	2	0	0	1	0	0	0	0	0
August	1	0	1	0	0	1	0	0	0	0	0
July	0	1	0	0	0	0	1	0	0	0	0
June	1	0	1	0	0	1	0	0	0	0	0
May	0	0	0	0	0	0	0	0	0	0	0
April	0	0	0	0	0	0	0	0	0	0	0
March	0	0	0	0	0	0	0	0	0	0	0
February	0	0	0	0	0	0	0	0	0	0	0
January	0	0	0	0	0	0	0	0	0	0	0
TOTAL	4	2	2	1	1	3	1	0	0	0	0

Note: Open Service Requests reflect what is in pending status at the end of the report month.

	Category	Description
Definitions:	911 Map	Mapping computer not functioning or displaying properly
	MSAG	Discrepancies with 9-1-1 MSAG addresses
	Request Training	E-911 Operations training needs
	Suggestions	Vehicle to share suggestions

Maui County E9-1-1 Status Report November 1, 2011 – November 30, 2011

- PSAP Operations

9-1-1 Call Volume – November 2011

PSAP	Total	Wireline	%	Wireless	%
MAUI (*)	7,896	2,615	33.1%	5,278	66.9%
MOLOKAI	383	257	67.1%	126	32.9%

(*) Totals are based on calls to Primary PSAP.

9-1-1 Call Volume – Calendar Year 2011

MAUI PSAP		TOTAL PSAP 9-1-1 CALL VOLUME						Abandoned	
		Wireline		Wireless		Admin		# of Calls	% Abandoned of Total
2011	Total	# of Calls	% to Total Wireline & Wireless	# of Calls	% to Total Wireline & Wireless	# of Calls	% to Total Calls		
December									
November	7,896	2,615	33.1%	5,278	66.9%	3	0.0%	1,248	15.8%
October	8,200	2,547	31.1%	5,651	68.9%	2	0.0%	1,338	16.3%
September	8,175	2,652	32.4%	5,523	67.6%	0	0.0%	1,388	17.0%
August	8,436	2,895	34.3%	5,541	65.7%	0	0.0%	1,503	17.8%
July	8,467	2,900	34.3%	5,544	65.7%	23	0.3%	1,405	16.6%
June	7,612	2,457	32.3%	5,152	67.7%	3	0.0%	1,324	17.4%
May	8,144	2,632	32.3%	5,507	67.7%	5	0.1%	1,296	15.9%
April	7,736	2,638	34.1%	5,096	65.9%	2	0.0%	1,400	18.1%
March	8,144	2,812	34.6%	5,322	65.4%	10	0.1%	1,301	16.0%
February	6,998	2,493	35.7%	4,498	64.3%	7	0.1%	1,154	16.5%
January	8,025	2,757	34.4%	5,268	65.6%	0	0.0%	1,290	16.1%
TOTAL YTD	87,833	29,398	33.5%	58,380	66.5%	55	0.1%	14,647	16.7%
AVG PER MO	7,985	2,673		5,307		5		1,332	

Note: Total Calls include Administrative calls that are not direct 9-1-1 calls.

Maui County E9-1-1 Status Report November 1, 2011 – November 30, 2011

• **PSAP Operations (continued)**

9-1-1 Call Volume – Calendar Year 2011 (continued)

MOLOKAI PSAP		TOTAL PSAP 9-1-1 CALL VOLUME						Abandoned	
		Wireline		Wireless		Admin			
2011	Total	# of Calls	% to Total Wireline & Wireless	# of Calls	% to Total Wireline & Wireless	# of Calls	% to Total Calls	# of Calls	% Abandoned of Total
December									
November	383	257	67.1%	126	32.9%	0	0.0%	72	18.8%
October	322	187	58.1%	135	41.9%	0	0.0%	36	11.2%
September	280	155	55.4%	125	44.6%	0	0.0%	46	16.4%
August	284	147	51.8%	137	48.2%	0	0.0%	35	12.3%
July	297	182	61.3%	115	38.7%	0	0.0%	35	11.8%
June	340	180	52.9%	160	47.1%	0	0.0%	41	12.1%
May	283	181	64.2%	101	35.8%	1	0.4%	39	13.8%
April	233	133	57.1%	100	42.9%	0	0.0%	37	15.9%
March	330	211	63.9%	119	36.1%	0	0.0%	58	17.6%
February	203	134	66.0%	69	34.0%	0	0.0%	29	14.3%
January	289	178	61.6%	111	38.4%	0	0.0%	47	16.3%
TOTAL YTD	3,244	1,945	60.0%	1,298	40.0%	1	0.0%	475	14.6%
AVG PER MO	295	177		118		0		43	

Note: Total Calls include Administrative calls that are not direct 9-1-1 calls.

Notes:

- (1) Total call volumes include Administrative calls. (Administrative calls = Calls made between 911 positions but are not 911 calls.)
- (2) "Abandoned" calls represent the number of incoming 9-1-1 calls for which the caller had hung up before a call-taker answered.
- (3) "Abandoned" calls are included in the "Wireline" and "Wireless" counts respectively. The standard CML reports do not provide a break-out of "Abandoned" calls between "Wireline" and "Wireless" calls.

Wireless Test – November 2011

Date	WSP	Island	Sites Tested	Sectors Tested	Tested By	Test Pass/Fail
NONE						

Maui County E9-1-1 Status Report November 1, 2011 – November 30, 2011

- **PSAP Operations (continued)**

Current Month PSAP Operations Activities – November 2011

11/01/11 -- Akimeka personnel completed the island of Maui -- Sprint Annual Audit.
11/28/11 Corrections/updates were completed by Sprint on November 28, 2011.

As such, all Wireless Service Provider (WSP) Cell Sites/Sectors annual audits for each of the WSPs doing business in Maui County have been completed for 2011.

11/01/11 -- Akimeka personnel released information to Tom Heinrich of Global Specialty
11/21/11 Contractors, Inc. for two (2) callboxes on the island of Maui. Unfortunately, the testing scheduled and conducted on November 8, 2011 did not pass. Testing failed due to the remote call forwarding numbers which did not work properly. The callboxes were successfully re-tested on November 21, 2011.

11/03/11 -- At the request of the Hawai'i County Police/PSAP, Akimeka reported trouble
Pending regarding no COF/COP information on a Nextel Wireless Phase I (WPH 1) call. This has been an on-going issue since 2008 which affects all PSAPs.

Rick Soto of Intrado agreed to re-open a trouble ticket to address the trouble. An update was requested and is still pending.

11/09/11 -- Akimeka personnel coordinated on behalf of the Maui PSAP and Molokai PSAP
Pending the testing of re-homing towers to new AT&T Mobility equipment. Testing would be required for Maui and Molokai. No testing was requested for Lanai. The test date, however, was postponed due to technical issues and has been re-scheduled to December 4, 2011.

11/11/11 -- Akimeka personnel submitted the record to Stephen Douglass of Hawaiian
11/29/11 Telcom, Inc., to delete a duplicate callbox. Updated information was re-issued for Emergency Callbox 46 on the island of Maui.

11/14/11 At the request of the Maui County PSAP, Akimeka assisted with the reply to
Intrado requesting a 24 x 7, 7-digit number, to route VoIP calls in a situation where the call being routed to the selective router has been interrupted. The PSAP is concerned about delivering a 9-1-1 call to an administrative line. This issue is under review between the PSAP and Intrado as liability issues need to be addressed.

11/16/11 Akimeka personnel attended Intrado MSAG Maintenance and Intrado 9-1-1Net
Training. All Akimeka personnel have been certified/re-certified by Intrado.

11/17/11 VoIP testing for T-Mobile was coordinated with Betty Kenney and scheduled for
December 4 - 5, 2011 for the islands of Maui and Molokai

11/29/11 At the request of Assistant Chief Hudson, Akimeka participated in a Webcast
demonstration to review and provide recommendations for a software add-on product for the Intergraph CAD system. This has been put on hold pending further review and analysis.

Maui County E9-1-1 Status Report November 1, 2011 – November 30, 2011

• PSAP Operations (continued)

Open Issues (To be Monitored and Tracked by Akimeka)

Updates as of November 30, 2011 are noted below:

11/21/09 Akimeka will continue to monitor and track AT&T Mobility's open trouble ticket (11/21/09) for missing house number (HN), street and community information when transferring a WPH2 call or rebidding a WPH2 call. This issue was escalated to the State of Hawaii Wireless Enhanced 9-1-1 Board for action (August 2010). There have been no updates received to date. Unfortunately, the trouble is still occurring.

Akimeka will provide status updates via the Monthly Status Report (MSR) when there are significant changes or updates as provided by the State of Hawaii Wireless Enhanced 9-1-1 Board and/or AT&T Mobility.

Update (4/30/11) -- Hawaiian Telcom notified the Neighbor Island PSAPs that Intrado will be upgrading the ALI software to Version 5.0. A feature in this upgrade may potentially address the AT&T issue. This feature can be activated with the permission of all of the PSAPs across the State of Hawaii. This will be reviewed and discussed at the next Enhanced 9-1-1 Wireless Board Technical Committee meeting on May 10, 2011.

Update (5/31/11) -- All PSAPs sent in a written confirmation to Hawaiian Telcom, Inc. (HTI) to proceed with the software 5.0 upgrade. Testing has been scheduled for Monday, June 6, 2011.

Update (6/30/11) -- The ALI cache wireless option was installed by Hawaiian Telcom, Inc. (HTI) on June 5, 2011. Testing was conducted as scheduled on the Neighbor Islands on June 6, 2011. Testing began at 7:44 a.m. however, there was no improvement. House number (HN) and street and community information was still missing when transferring a WPH2 call or rebidding a WPH2 call. Akimeka contacted HTI to report the condition. HTI and Intrado addressed the issue and testing continued. Results of the re-bidding of a WPH1 to WPH2 (GSM) call displayed the tower information and city. However, when testing UMT to UMT calls, the tower information and city were missing. In addition, the COF fields remained constant at 271 meters for every Phase II test call received. Akimeka reported this to Intrado for review.

On June 8, 2011, HTI notified the PSAPs that they believe the ALI caching trouble was resolved and all information sent on re-bids is in compliance with what is being sent by AT&T Mobility. As such, any additional discrepancy of calculated accuracy pertaining to the confidence factor (COF) should be reported to AT&T Mobility.

Update (7/1/11 – 11/30/11) – No further updates.

Maui County E9-1-1 Status Report November 1, 2011 – November 30, 2011

- **PSAP Operations (continued)**

Open Issues (To be Monitored and Tracked by Akimeka)

Updates as of November 30, 2011 are noted below: (continued)

04/16/10 Akimeka personnel worked on a flowchart for the Neighbor Island PSAPs to document the flow of a Call Routing Spreadsheet (CRS) and Testing Validation Worksheet (TVW). It was discovered that different processes exist among the carriers.

Akimeka created and submitted for review a DRAFT Call Routing Sheet (CRS) and Testing Validation Worksheet (TVW) process flowchart to the Neighbor Island PSAPs on December 20, 2010.

Update (4/30/11) – Akimeka continued to work on the flowchart and incorporate the feedback received. An updated process flowchart is currently under review within Akimeka. Once approved, it will be shared with the Neighbor Island PSAPs.

Update (5/1/11 – 7/31/11) – In progress.

Update (8/31/11) – In progress. Personnel updates need to be incorporated.

Update (9/1/11 – 11/30/11) – No further updates.

Maui County E9-1-1 Status Report November 1, 2011 – November 30, 2011

• **MSAG**

Current Month – November 2011

2011		9-1-1NET REQUESTS							Customer Address Change Requests Submitted (a)	In Suspended Status as of Report Month End (b)	
PSAP	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected		# of Transactions	TNs Affected
MAUI COUNTY	136	134	74	10	5	12	33	9,557	2	5	5

Revised categories and report format changes effective April 2009.

During the month of November 2011, 134 9-1-1Net requests were completed relating to the Maui County MSAG database, with 9,557 customer ANI/ALI records updated as a direct result. Two (2) ALI discrepancy reports were submitted to 9-1-1Net for updates and corrections. See attached spreadsheet for a detailed description of changes and additions.

There are five (5) records in Suspended status as of November 30, 2011, affecting five (5) telephone numbers (TNs). An invalid MSAG address will result in a No Record Found (NRF) condition during a 9-1-1 call.

- Five (5) suspended records are due to the TNs not having a valid address in the ALI record. Address validation requests for each customer TN were sent to the respective service provider. The respective service provider provided a TMK number for the ALI record. Akimeka researched multiple databases, however, a valid address was not attached to the TMK assignment.

Year-to-Date (YTD) – 2011

MAUI COUNTY		9-1-1NET REQUESTS							Customer Address Change Requests Submitted (a)	In Suspended Status as of Report Month End (b)	
2011	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)		# of Transactions	TNs Affected
December											
November	136	134	74	10	5	12	33	9,557	2	5	5
October	366	365	326	10	4	19	6	4,721	1	5	5
September	341	341	199	16	119	3	4	8,549	0	12	12
August	414	413	346	7	14	10	36	14,651	1	14	14
July	674	674	295	357	14	8	0	10,216	0	7	7
June	320	317	160	80	11	66	0	6,307	3	2	2
May	160	157	111	5	37	4	0	7,920	3	0	0
April	828	819	293	453	24	5	44	10,109	9	0	0
March	505	473	141	310	4	3	15	6,292	32	0	0
February	159	159	147	9	1	2	0	1,395	0	0	0
January	365	365	153	145	9	4	54	1,348	0	0	0
TOTAL YTD	4,268	4,217	2,245	1,402	242	136	192	81,065	51		
AVG PER MO	388	383	204	127	22	12	17	7,370	5		

(*) Applies to Change, Delete and Insert categories

Note: Revised categories and report format changes effective April 2009.

Definitions:		
	(a)	Represents customer address change requests submitted to Intrado to correct customer ANI/ALI records, including those identified by Akimeka.
	(b)	Represents what is in suspension status at the end of the report month -- awaiting further action by County, Telco, or Akimeka.

Maui County E9-1-1 Status Report November 1, 2011 – November 30, 2011

- MSAG (continued)**

Emergency Service Number (ESN) Project Status – November 2011 Year-to-Date (YTD)

Island	Total # of Street Segments	# of Street Segments Assigned New ESNs	% Complete
Maui	5,000	515	10.3%
Lanai	112	82	73.2%
Molokai	500	440	88.0%

The ESN project is done on a per street segment basis. Street segments require research in both 9-1-1Net and Maui County GIS before a new ESN can be assigned. Verifying a street segment's address range and community prevents ESN overlapping and mislabeling. Once the street segment is verified in both MSAG and GIS – to ensure database synchronization – a request to update the ESN field in 9-1-1Net is sent.

This is an ongoing project that will cover all communities.

- Mapping Layers Updated/Loaded Into GIS – November 2011**

9-1-1 GIS layers provided by Akimeka to the PSAP are designed for use on E9-1-1 systems.

MAUI COUNTY				
Type of Layer	Island	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
		Date Created/Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)				
Address Points	Maui/Molokai		11/28/11	
	Maui/Molokai	11/25/11		Corrected data to meet Intergraph requirements
	Maui	11/22/11		Added four (4) new addresses from data received from the Development Services Administration (County Addressing Authority)
	Maui/Molokai	11/15/11		Added and changed Common Names per Dispatch
	Maui	11/10/11 -- 11/14/11		Added new address points per Development Services Administration (County Addressing Authority)
	Maui	11/09/11		Added five (5) new addresses and verified one (1) address from data received from the Development Services Administration (County Addressing Authority)
	Maui	11/07/11		
	Maui	11/04/11		Added three (3) new addresses from data received from the Development Services Administration (County Addressing Authority)
	Maui	11/01/11 -- 11/02/11		Corrected and updated per County

(*) Every time the GIS Update tool is used, Indexes and Cache have to be built. The Positron system configurator is adjusted every time a layer is loaded in the PowerMap database. Each PSAP position is updated accordingly.

Maui County E9-1-1 Status Report November 1, 2011 – November 30, 2011

- **Mapping Layers Updated/Loaded Into GIS – November 2011 (continued)**

9-1-1 GIS layers provided by Akimeka to the PSAP are designed for use on E9-1-1 systems.

MAUI COUNTY				
Type of Layer	Island	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
		Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)				
Emergency Callboxes	Maui/Molokai		11/28/11	
Fire Beats				Renamed from "Fire Beats Boundaries". Includes Fire Zones.
Fire Districts				Renamed from "Fire Dispatch Group (Districts)"
Fire Response Areas				Renamed "Fire ESZ" layer to "Fire Response Areas" layer. Includes Fire Sub-zones. Layer needed for CAD purposes.
Fire Stations				
Major Roads				
MSAG Address Points (aka Pseudo Address Points)				
MSAG Communities (aka Towns)				
Medic Beats				Renamed "EMS Zones" layer and "Medic Beat Boundaries" layer to "Medic Beats" layer
Medic Districts				Renamed from "Medic Dispatch Group (Districts)"
Medic Response Areas				Renamed from "Medic ESZ". Layer needed for CAD purposes.
Medic Stations				
Milepost Markers				
Points of Interest				
Police Beats				Renamed from "Police Beats Boundaries"
Police Districts				Renamed from "Police Dispatch Group (Districts)" and "Police District Boundaries".
Police Response Areas				Renamed "Police ESZ" layer to "Police Response Areas" layer. Includes Police Reporting Areas. Layer needed for CAD purposes.
Police Stations				
Schools				
Street Centerlines	Maui/Molokai		11/28/11	
	Molokai	11/25/11		Corrected geometry to meet Intergraph requirements
	Maui/Molokai	11/22/11		Corrected geometry
	Maui	11/08/11		Updated using GPS'd layer received from the County
Trails	Maui	11/07/11		
WSP Cell Towers	Maui/Molokai		11/28/11	
	Maui	11/10/11		Per AT&T Mobility CRS
	Maui	11/09/11		Per Mobi PCS CRS

(*) Every time the GIS Update tool is used, Indexes and Cache have to be built. The Positron system configurator is adjusted every time a layer is loaded in the PowerMap database. Each PSAP position is updated accordingly.

Maui County E9-1-1 Status Report November 1, 2011 – November 30, 2011

- **Mapping Layers Updated/Loaded Into GIS – November 2011 (continued)**

9-1-1 GIS layers provided by Akimeka to the PSAP are designed for use on E9-1-1 systems.

MAUI COUNTY				
Type of Layer	Island	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
		Date Created/ Edits Performed		
OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)				
Churches				
Gas Stations				Renamed from "Service Station"
Food & Beverage				Renamed "Restaurant" layer to "Food & Beverage" layer to include bakeries, cafes, food factories, etc.
Hospitals				
Lodging				Renamed "Hotels" layer to "Lodging" layer
Medical Facilities				
Parcels	Maui/Molokai		11/28/11	
	Maui	11/14/11		Ran topology and made corrections to the layer
	Maui	11/07/11 -- 11/10/11		
Parks (Includes National Parks)				Renamed from "National and State Parks"
Park Polygon				
Post Offices				
Subdivisions				
DISASTER/HOMELAND SECURITY LAYERS (Listed Alphabetically)				
Airports				
Bridges				
Coastline				
Coastal Names				
Emergency Shelters				
Helipads				
Hydrology Layers				
- Dams				
- Ponds				
- Streams (Includes Rivers)				
- Waterfalls				
Ocean Rescue Boundaries	Maui/Molokai		11/28/11	
	Maui/Molokai	11/07/11		Edited to match the spatially correct coastline Renamed and includes Radius - Two Mile and Radius - Three Mile
Tsunami Evacuation Zones				
United States National Grid				

(*) Every time the GIS Update tool is used, Indexes and Cache have to be built. The Positron system configurator is adjusted every time a layer is loaded in the PowerMap database. Each PSAP position is updated accordingly.

Maui County E9-1-1 Status Report November 1, 2011 – November 30, 2011

- **Mapping Layers Updated/Loaded Into GIS – November 2011 (continued)**

9-1-1 GIS layers provided by Akimeka to the PSAP are designed for use on E9-1-1 systems.

MAUI COUNTY				
Type of Layer	Island	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
		Date Created/Edits Performed		
SPECIAL REQUESTS				
Gate Codes				
HCS Monsanto Fields				Renamed from "Cane Fields" layer
Tow Jurisdictions				

() Every time the GIS Update tool is used, Indexes and Cache have to be built. The Positron system configurator is adjusted every time a layer is loaded in the PowerMap database. Each PSAP position is updated accordingly.*

Note: The Parcels layer is provided by Maui County. Akimeka performs edits on the spatial information of the layer for 9-1-1 purposes. Changes to the attribute table are made when needed. The Parcels layer uploaded to the PSAP GIS server is intended for 9-1-1 purposes only and should not be disseminated to other county agencies.

Current Month GIS Activities – November 2011

- 11/01/11 Akimeka GIS personnel worked on a special map request from the Kihei Police, Multi-Agency Operation.
- 11/02/11 Akimeka received an updated GPS'd Street Centerlines layer from the County.
- 11/22/11 -- 11/25/11 Akimeka prepared the following layers for an Intergraph CAD map push on November 22, 2011: Address Points, Street Centerlines, Lodging, Ocean Rescue Boundaries, Parcels, and WSP Cell Towers. The Intergraph CAD map push was successfully completed on November 25, 2011.

Maui County E9-1-1 Status Report November 1, 2011 – November 30, 2011

• Service Requests Transactions

Open Service Requests – November 2011 (October 28, 2011 – November 28, 2011)

MAUI PSAP						
#	Date	Ticket #	Description	Category	Urgency	Comments
1	10/25/11	406	<u>Incorrect Information:</u> TN = 808/893-0456	MSAG - AN/ALI Discrepancy	High	Request for caller information submitted; pending change in 9-1-1Net.
2	11/21/11	414	<u>Incorrect Information:</u> TN = 808/248-7650	MSAG - AN/ALI Discrepancy	High	Request for caller information submitted; pending change in 9-1-1Net.

Note: Open Service Requests reflect what is in pending status at the end of the report month.

MOLOKAI PSAP						
#	Date	Ticket #	Description	Category	Urgency	Comments
			NONE			

Note: Open Service Requests reflect what is in pending status at the end of the report month.

Year-to-Date (YTD) Summary – 2011

MAUI PSAP				SERVICE REQUEST CATEGORIES							
2011	TOTAL			911 Map		MSAG		Request Training		Suggestions	
	Created	Closed	Open	Created	Closed	Created	Closed	Created	Closed	Created	Closed
December											
November	1	0	2	0	0	1	0	0	0	0	0
October	1	0	1	0	0	1	0	0	0	0	0
September	0	0	0	0	0	0	0	0	0	0	0
August	2	2	0	0	0	1	1	0	0	1	1
July	0	3	0	0	0	0	3	0	0	0	0
June	3	0	3	0	0	3	0	0	0	0	0
May	2	2	0	1	1	1	1	0	0	0	0
April	0	0	0	0	0	0	0	0	0	0	0
March	2	2	0	1	1	1	1	0	0	0	0
February	0	0	0	0	0	0	0	0	0	0	0
January	0	1	0	0	0	0	1	0	0	0	0
2010 Carryover	1	0	1	0	0	1	0	0	0	0	0
TOTAL	12	10	2	2	2	9	7	0	0	1	1

Note: Open Service Requests reflect what is in pending status at the end of the report month.

Maui County E9-1-1 Status Report November 1, 2011 – November 30, 2011

- **Service Requests Transactions (continued)**

Year-to-Date (YTD) Summary – 2011 (continued)

MOLOKAI PSAP				SERVICE REQUEST CATEGORIES							
2011	TOTAL			911 Map		MSAG		Request Training		Suggestions	
	Created	Closed	Open	Created	Closed	Created	Closed	Created	Closed	Created	Closed
December											
November	0	0	0	0	0	0	0	0	0	0	0
October	0	0	0	0	0	0	0	0	0	0	0
September	0	0	0	0	0	0	0	0	0	0	0
August	0	0	0	0	0	0	0	0	0	0	0
July	0	0	0	0	0	0	0	0	0	0	0
June	0	0	0	0	0	0	0	0	0	0	0
May	0	0	0	0	0	0	0	0	0	0	0
April	0	0	0	0	0	0	0	0	0	0	0
March	0	0	0	0	0	0	0	0	0	0	0
February	0	0	0	0	0	0	0	0	0	0	0
January	0	0	0	0	0	0	0	0	0	0	0
2010 Carryover	0	0	0	0	0	0	0	0	0	0	0

Note: Open Service Requests reflect what is in pending status at the end of the report month

	Category	Description
Definitions:	911 Map	Mapping computer not functioning or displaying properly
	MSAG	Discrepancies with 9-1-1 MSAG addresses
	Request Training	E-911 Operations training needs
	Suggestions	Vehicle to share suggestions